Project Development Phase
Sprint 2

Date	2 November2022
Team ID	PNT2022TMID26751
Project Name	AI BASED DISCOURSE FOR BANKING INDUSTRY

Screenshots of Sprint 2 Tasks:

Creating Loan Account Actions:
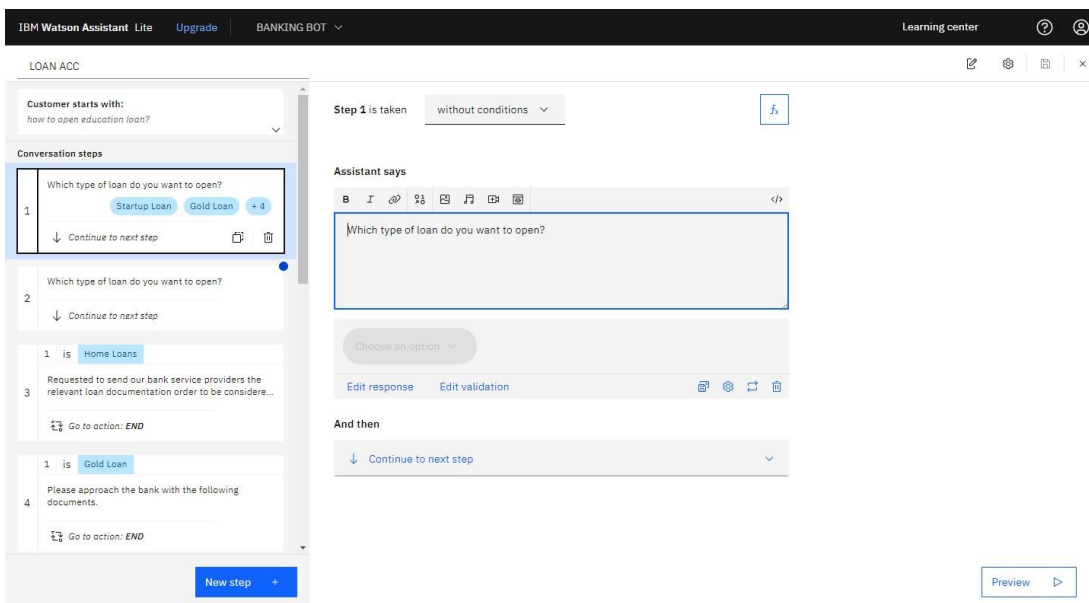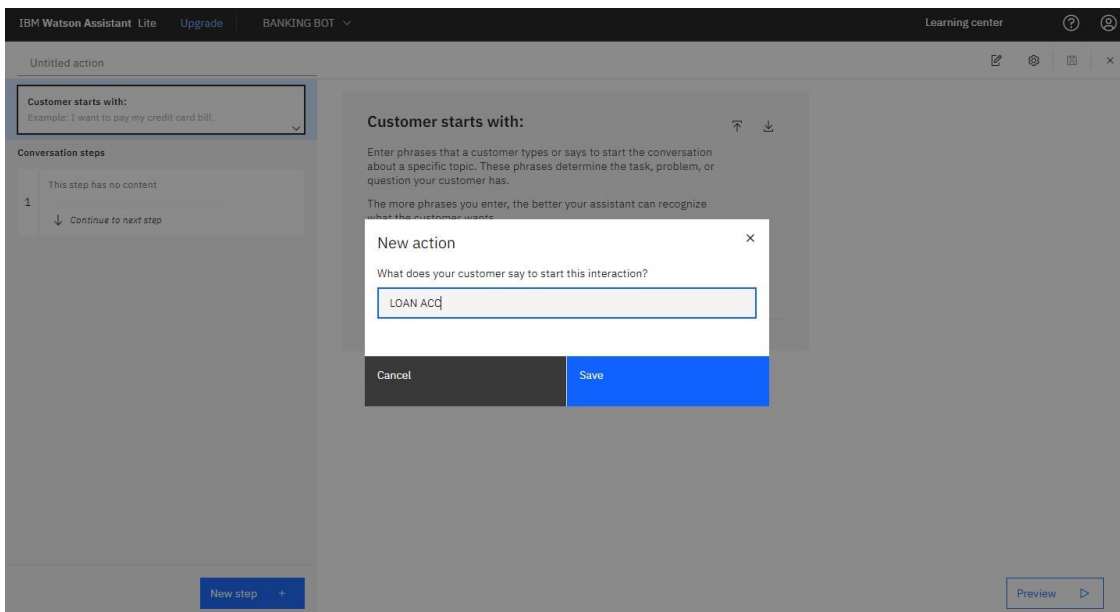
LOAN ACC   ✎   ⚙   💾   ✕

↓ *Continue to next step*

┌───┐
│ 1 is [Home Loans]   │
│   │
│   Requested to send our bank service providers the │
│ 3 relevant loan documentation order to be considere… │
│   │
│   ⇄ *Go to action: END*   📋   🗑   │
└───┘

   1 is [Gold Loan]

      Please approach the bank with the following
   4 documents.

      ⇄ *Go to action: END*

   1 is [Personal Loans]

      what category do you belong to?
   5
      (Employee) (Unemployee) (+1)

      ⇄ *Go to action: END*

   5 is [Student]

   6 You are only eligible for the education loan.

      ⤺ *Re-ask previous step(s)*

                    [New step   +]

Step 3 is taken   [with conditions ∨]   [*fx*]

Conditions   1 condition ∧

If [All ∨] of this is true:

        [1. Which type of …]   is   [Home Loans]   ✕

   and   Add condition +

   New condition group +

Assistant says

[B *I* ∅ ⅋₀ 🖼 ♫ 🎥 ▣   </>]

Requested to send our bank service providers the relevant loan documentation
order to be considered for a home mortgage.

👤 Define customer response   ∨

And then   [Preview ▷]

LOAN ACC   ✎   ⚙   💾   ✕

   2   (Gold Loan) (Startup Loan) (+4)

      ↓ *Continue to next step*

   1 is [Home Loans]

      Requested to send our bank service providers the
   3 relevant loan documentation order to be considere…

      ⇄ *Go to action: END*

┌───┐
│ 1 is [Gold Loan]   │
│   │
│   Please approach the bank with the following │
│ 4 documents.   │
│   │
│   ⇄ *Go to action: END*   📋   🗑   │
└───┘

   1 is [Personal Loans]

      what category do you belong to?
   5
      (Employee) (Unemployee) (+1)

      ⇄ *Go to action: END*

   5 is [Student]

   6 You are only eligible for the education loan.

                    [New step   +]

Step 4 is taken   [with conditions ∨]   [*fx*]

Conditions   1 condition ∧

If [All ∨] of this is true:

        [1. Which type of …]   is   [Gold Loan]   ✕

   and   Add condition +

   New condition group +

Assistant says

[B *I* ∅ ⅋₀ 🖼 ♫ 🎥 ▣   </>]

Please approach the bank with the following documents.
  • Pan card
       • Aadhar Card
       • Passport Size photo

👤 Define customer response   ∨

And then   [Preview ▷]

LOAN ACC

2
Gold Loan   Startup Loan   + 4

↓ *Continue to next step*

3   1   is   Home Loans

Requested to send our bank service providers the
relevant loan documentation order to be considere...

⇄ *Go to action: END*

4   1   is   Gold Loan

Please approach the bank with the following
documents.

⇄ *Go to action: END*

5   1   is   Personal Loans

what category do you belong to?

Employee   Unemployee   + 1

⇄ *Go to action: END*   ⧉   🗑

6   5   is   Student

You are only eligible for the education loan.

New step   +

Step 5 is taken   with conditions ⌄ f_x

Conditions   1 condition   ⌃

If   All   ⌄   of this is true:

1. Which type of ...   is   Personal Loans   ✕

and   Add condition +

New condition group +

Assistant says

B   I   🔗   ⅜   ▣   ♫   ▭   ▣   </>

what category do you belong to?

Student   Employee   Unemployee

Edit response   Edit validation   🗗   ⚙   ⇄   🗑

Preview   ▷

Preview   ↻   —

Good to see you

go to **INDEX**

HOW CAN I HELP YOU

Loan Query   ⌄

Loan Query

go to **LOAN ACC**

Which type of loan do you want to open?

Select an option   ⌄

Creating General Query Action:

GENERAL QUERY   ✎   ⚙   🖫   ✕

Customer starts with:
GENERAL QUERY
                                                                                            ∨

Conversation steps

1   Select the general queries listed below.
     [Storage Lock...]   [Currency Con...]   [+ 4]

     ↓ Continue to next step   🗗   🗑

     1   is   [Bank working Days]

2   The bank is open all days from Monday to Saturday
     from 9 am to 3 pm, with exception of 2nd Saturdays.

     ⮃ *Go to action: END*

     1   is   [List of Branches]

3   Coimbatore, Kgisl, Saravanampatti

     ⮃ *Go to action: END*

     1   is   [Storage Locker Facility]

4   Coimbatore, Kgisl, Saravanampatti

     ⮃ *Go to action: END*

                              [**New step** +]

Step 1 is taken   [without conditions ∨]   [*fx*]

Assistant says

B *I* 🔗 ⅗ 🖼 🎵 🎦 🔲   </>

┌───┐
│ Select the general queries listed below.   │
│   │
│   │
│   │
└───┘

[Choose an option ∨]

Edit response   Edit validation   🗗   ⚙   ⇄   🗑

And then

↓ Continue to next step   ∨

                                                      [Preview ▷]

GENERAL QUERY   ✎   ⚙   🖫   ✕

Customer starts with:
GENERAL QUERY
                                                                                            ∨

Conversation steps

1   Select the general queries listed below.
     [Storage Lock...]   [Currency Con...]   [+ 4]

     ↓ Continue to next step

     1   is   [Bank working Days]

2   The bank is open all days from Monday to Saturday
     from 9 am to 3 pm, with exception of 2nd Saturdays.

     ⮃ *Go to action: END*   🗗   🗑

     1   is   [List of Branches]

3   Coimbatore, Kgisl, Saravanampatti

     ⮃ *Go to action: END*

     1   is   [Storage Locker Facility]

4   Coimbatore, Kgisl, Saravanampatti

     ⮃ *Go to action: END*

                              [**New step** +]

Step 2 is taken   [with conditions ∨]   [*fx*]

Conditions   1 condition   ∧

If [All ∨] of this is true:

     [1. Select the ge...]   [is]   [Bank working Days]   ✕

and   Add condition +

New condition group +

Assistant says

B *I* 🔗 ⅗ 🖼 🎵 🎦 🔲   </>

┌───┐
│ The bank is open all days from Monday to Saturday from 9 am to 3 pm, with exception │
│ of 2nd Saturdays.   │
│   │
│   │
└───┘

👤 Define customer response   ∨

And then   [Preview ▷]

GENERAL QUERY   ✎ ⚙ ▤ ✕

2   The bank is open all days from Monday to Saturday
    from 9 am to 3 pm, with exception of 2nd Saturdays.

    ⮌ Go to action: *END*

3   1   is   List of Branches

    Coimbatore, Kgisl, Saravanampatti

    ⮌ Go to action: *END*

4   1   is   Storage Locker Facility

    Coimbatore, Kgisl, Saravanampatti

    ⮌ Go to action: *END*   ⧉ 🗑

5   1   is   Currency Conversion Facility

    All our bank Branches have a Forex Exchange facility

    ⮌ Go to action: *END*

6   1   is   CIBIL

    The CIBIL score plays a critical role in the loan
    application process. When someone approaches a...

    ⮌ *Go to action: END*

New step   +

Step 4 is taken   with conditions ⌄ f_x

Conditions   1 condition ⌃

If   All ⌄   of this is true:

1. Select the ge...   is   Storage Locker Facility   ✕

and   Add condition +

New condition group +

Assistant says

B *I* 🔗 ⅍ 🖾 🎵 ▦ 🖿   </>

Coimbatore, Kgisl, Saravanampatti

👤 Define customer response   ⌄

And then   Preview ▷

GENERAL QUERY   ✎ ⚙ ▤ ✕

1   Select the general queries listed below.

    Storage Lock...   Currency Con...   + 4

    ↓ Continue to next step

2   1   is   Bank working Days

    The bank is open all days from Monday to Saturday
    from 9 am to 3 pm, with exception of 2nd Saturdays.

    ⮌ Go to action: *END*

3   1   is   List of Branches

    Coimbatore, Kgisl, Saravanampatti

    ⮌ Go to action: *END*   ⧉ 🗑

4   1   is   Storage Locker Facility

    Coimbatore, Kgisl, Saravanampatti

    ⮌ Go to action: *END*

5   1   is   Currency Conversion Facility

    All our bank Branches have a Forex Exchange facility

    ⮌ Go to action: *END*

New step   +

Step 3 is taken   with conditions ⌄ f_x

Conditions   1 condition ⌃

If   All ⌄   of this is true:

1. Select the ge...   is   List of Branches   ✕

and   Add condition +

New condition group +

Assistant says

B *I* 🔗 ⅍ 🖾 🎵 ▦ 🖿   </>

Coimbatore, Kgisl, Saravanampatti

👤 Define customer response   ⌄

And then   Preview ▷

GENERAL QUERY   ✎ ⚙ 🖫 ✕

Screen 1

↻ *Go to action: END*

| 1 | is | What is the minimum ... |
| This step has no content |
| 7 | Metro / Urba...   Semi Urban / ...   + 1 |
| ↻ *Go to action: END* |

| 7 | is | Easy Receive Account |
| 8 | Metro and Urban locations - Rs.10,000 Semi-urban and Rural locations - Rs.5,000 Waived off if atleast... |
| ↻ *Go to action: END* |

| 7 | is | Metro / Urban locations |
| 9 | MAB between - Rs.5,000 to Rs.10,000 - Rs.350 per month. MAB - Less than Rs.5,000 - Rs.450 per... |
| ↻ *Go to action: END* |

| 7 | is | Semi Urban / Rural locations |
| 10 | MAB between – Rs.2500 to Rs.5,000 - Rs.300 per month. MAB - Less than Rs.2,500 - Rs.400 per... |
| ↓ Continue to next step   📄 🗑 |

New step +

Step 10 is taken   with conditions ∨   ⨍ₓ

Conditions   1 condition ∧

If   All ∨   of this is true:

| 7. No response | is | Semi Urban / Rural locations | ✕ |

and   Add condition +

New condition group +

Assistant says

B *I* ⊘ ⅗ ⬚ ♫ ▣ ⬚   </>

MAB between – Rs.2500 to Rs.5,000 - Rs.300 per month.

MAB - Less than Rs.2,500 - Rs.400 per month.

👤 Define customer response   ∨

And then   Preview ▷

GENERAL QUERY   ✎ ⚙ ◐ ✕

Screen 2

↻ *Go to action: END*

| 1 | is | What is the minimum ... |
| This step has no content |
| 7 | Metro / Urba...   Semi Urban / ...   + 1 |
| ↻ *Go to action: END* |

| 7 | is | Easy Receive Account |
| 8 | Metro and Urban locations - Rs.10,000 Semi-urban and Rural locations - Rs.5,000 Waived off if atleast... |
| ↻ *Go to action: END*   📄 🗑 |

| 7 | is | Metro / Urban locations |
| 9 | MAB between - Rs.5,000 to Rs.10,000 - Rs.350 per month. MAB - Less than Rs.5,000 - Rs.450 per... |
| ↻ *Go to action: END* |

| 7 | is | Semi Urban / Rural locations |
| 10 | MAB between – Rs.2500 to Rs.5,000 - Rs.300 per month. MAB - Less than Rs.2,500 - Rs.400 per... |
| ↓ Continue to next step |

New step +

Step 8 is taken   with conditions ∨   ⨍ₓ

Conditions   1 condition ∧

If   All ∨   of this is true:

| 7. No response | is | Easy Receive Account | ✕ |

and   Add condition +

New condition group +

Assistant says

B *I* ⊘ ⅗ ⬚ ♫ ▣ ⬚   </>

Metro and Urban locations - Rs.10,000
Semi-urban and Rural locations - Rs.5,000
Waived off if atleast one inward remittance is received in the last three months.
Charges for non maintenance of minimum monthly average balance (NMMAB):

👤 Define customer response   ∨

And then   Preview ▷

Yes   No

HEY

Did you mean:

CURRENT ACC   NET BANKING

END GREETING   GENERAL QUERY

SAVINGS ACC   None of the above

GENERAL QUERY

GENERAL QUERY topic changed

Select the general queries listed below.

Select an option   ⌄

Type something...   ▷

GENERAL QUERY

GENERAL QUERY topic changed

Select the general queries listed below.

List of Branches   ⌄

List of Branches

Coimbatore, Kgisl, Saravanampatti

go to END

Do You Want To Know About Some Other Services?

Yes   No

Use the up arrow for prior messages   ▷