

## Project Development Phase

### Delivery of Sprint-4

Date	12 November 2022
Team ID	PNT2022TMID45800
Project Name	AI BASED DISCOURSE FOR BANKING INDUSTRY

### General Query Action

#### Procedure to know the Mail Id and Helpline Number of the Bank:

The images illustrate the development of an AI chatbot interface for a banking application, specifically for handling queries about helpline numbers and email IDs.

**Top Left Screenshot:** Shows the 'Conversation steps' panel. Step 1 is 'Security Actions' with a sub-step 'Prevention of Unauthorized Access: 1. 128 Bit SSL or Higher Encrypted Communication 2....'. Step 2 is 'Understood' with a sub-step 'Any other Qu...'. The main chat area shows the prompt 'What do you want to know? We are pleased to help you out....' and a list of suggested actions: 'Security Actions', 'Procedure to shift Bank Branches', 'Procedure to change ownership', and 'Helpline Numbers and Customer Executive Email Id'. The 'Helpline Numbers and Customer Executive Email Id' action is highlighted.

**Top Right Screenshot:** Shows the chat interface with the prompt 'What do you want to know? We are pleased to help you out....' and a list of suggested actions: 'Security Actions', 'Procedure to shift Bank Branches', 'Procedure to change ownership', and 'Helpline Numbers and Customer Executive Email Id'. The 'Helpline Numbers and Customer Executive Email Id' action is highlighted.

**Bottom Left Screenshot:** Shows the chat interface with the prompt 'I can get you that information right away! Where are you based?' and a list of suggested actions: 'Tamil Nadu', 'Kerala', and '+ 1'. The 'Tamil Nadu' action is highlighted. Below the chat area, there is a 'New step +' button.

**Bottom Right Screenshot:** Shows the chat interface with the prompt 'I can get you that information right away! Where are you based?' and a list of suggested actions: 'Tamil Nadu', 'Bangalore', and 'Kerala'. The 'Tamil Nadu' action is highlighted. Below the chat area, there is a 'Type something...' input field.

request contact information

Customer starts with:  
Who can I call?

Conversation steps

1 I can get you that information right away!  
Where are you based?  
Tamil Nadu Kerala +1  
Continue to next step

2 1 is Tamil Nadu  
The best way to contact us in Step 1 is by  
calling our helpline number 1199223388. <...  
Understood Other Queries  
Continue to next step

2 is Understood

3 1 is Bangalore  
The best way to contact us in Step 1 is by  
calling our helpline number 1166677788. <...  
Understood Other Queries  
Continue to next step

5 is Understood

6 This step has no content  
Go to action: End

5 is Other Queries

7 This step has no content  
Go to action: General Queries

8 1 is Kerala  
The best way to contact us in Step 1 is by  
calling our helpline number 1166655788. <...  
Other Queries Understood  
Continue to next step

8 is Understood

9 This step has no content  
Go to action: End

New step +

New condition group +

Assistant says

The best way to contact us in 1. I can get you that information right away  
calling our helpline number 1199223388.

Alternate numbers:  
1. 1144223388  
2. 1199555388  
3. 1199223448  
Or Email us at bankeastTN@gmail.com.

Understood Other Queries

Edit response Edit validation

Preview

Tamil Nadu

The best way to contact us in Tamil Nadu is by  
calling our helpline number 1199223388.

Alternate numbers:  
1. 1144223388  
2. 1199555388  
3. 1199223448  
Or Email us at bankeastTN@gmail.com.

Understood Other Queries

Bangalore

The best way to contact us in Bangalore is by  
calling our helpline number 1166677788.

Alternate numbers:  
1. 1144223388  
2. 1199565388  
3. 1199343448  
Or Email us at banknorthBLR@gmail.com.

Understood Other Queries

Edit response Edit validation

Assistant says

The best way to contact us in 1. I can get you that information right away  
by calling our helpline number 1166655788.

Alternate numbers:  
1. 1144223448  
2. 1199565558  
3. 1199343668  
Or Email us at bankwestKL@gmail.com.

Understood Other Queries

Edit response Edit validation

And then

Continue to next step

Use the up arrow for prior messages

## Procedure to Change Ownership:

The screenshot displays a chatbot interface for the 'Procedure to change ownership' topic. On the left, a sidebar shows a list of steps: Step 1 is 'Procedure to change ownership', Step 8 is 'Understood', and Step 9 is 'This step has no content'. The main chat area shows the assistant's response to Step 1, which explains that generally, no, in most cases, either state law or the terms of the account provide that you usually cannot remove a person from a joint checking account without that person's consent. It also mentions that in case of any emergencies, a letter to the General Manager of the Bank, with the consent of the previous owner, is required. The assistant asks for certain documents for address and name proof (Aadhar, PAN card etc.). The user responds with 'Understood'. Below the chat area, there are buttons for 'Edit response' and 'Edit validation'. On the right, a preview window shows the chatbot's response to the user's 'Understood' message, which says 'go to End' and asks 'Do you want to know about some other services?' with 'Yes' and 'No' buttons.

## Net banking Action

### Procedure to check the balance from the bank:

The screenshot displays a chatbot interface for the 'Procedure to check the balance from the bank' topic. On the left, a sidebar shows a list of steps: Step 1 is 'Procedure to check t...', Step 12 is 'Understood', and Step 13 is 'This step has no content'. The main chat area shows the assistant's response to Step 1, which explains that there are a few ways in order to check your balance, including SMS 'IBAL' to 921567676, giving a missed call to the Balance Enquiry Number of the Bank (9594612612), and using the BankBal App. The user responds with 'Understood'. Below the chat area, there are buttons for 'Edit response' and 'Edit validation'. On the right, a preview window shows the chatbot's response to the user's 'Understood' message, which lists the three methods for checking the balance: SMS 'IBAL' to 921567676 or 5676766, giving a missed call to the Balance Enquiry Number (9594612612), and using the BankBal App.

12

balance, <br /> - SMS 'IBAL' to 921567676...

Other Queries

Understood

Continue to next step

12

is

Understood

This step has no content

Go to action: End

14

is

Other Queries

This step has no content

Re-ask previous step(s)

New step +

Define customer response

And then

Go to another action

Goes to action End

Pass values

Upon return Continue

Edit settings

Edit passed values

Use our BankBal App for status of bank balance.

Understood

Other Queries

Understood

go to End

Do you want to know about some other services?

Yes

No

Use the up arrow for prior messages