As discussed we should be looking at the following bot which helps users on our site and guides them through to the Get My Rate (which is the main action we want people to take on the site)

**Bot objective**– Help people on the website to understand about the product, eligibility, timelines and the application process.  Once a certain engagement threshold is reached, bot should attempt to

**Desired actions**

1. Bot should answer basic questions related to the process below
2. Bot should attempt to capture leads mobile number after some basic questions are answered
3. Bot should have a fail over mechanism where the operator comes in if there are failures or the user requests for it

**Please find below the relevant FAQs related to these**(the actual bot answers will need to be shortened in order to make them relevant / quick)

Eligibility criteria

<https://nowfinance.com.au/eligibility/>

The loan process (right at the bottom of the page)

<https://dev.nowfinance.com.au/personal-loan-vs-credit-card/>

<https://help.nowfinance.com.au/hc/en-us/articles/360004897372-Why-do-you-need-my-personal-details-and-how-safe-are-they->

We need your driver’s license or passport details so we can verify your identity and access your credit report and credit score.

<https://help.nowfinance.com.au/hc/en-us/articles/360004897312-Why-do-you-need-my-drivers-licence-or-passport-details>

We need your driver’s license or passport details so we can verify your identity and access your credit report and credit score.

<https://help.nowfinance.com.au/hc/en-us/articles/360004962951-Does-applying-for-a-loan-impact-my-credit-score->

Every personal loan application – and every application you make for credit – impacts your credit score.

<https://help.nowfinance.com.au/hc/en-us/articles/360004897212-Do-I-get-instant-approval-for-a-Personal-Loan->

We don’t offer instant approval for personal loans, as we abide by the Responsible Lending Guidelines. We’ll need to see your documentation once your application is received and will be in touch to let you know exactly what supporting documents we need. The sooner we have all the documentation we need to determine if a loan is suitable, the quicker you will have an answer from us.

<https://help.nowfinance.com.au/hc/en-us/articles/360004897112-Why-do-you-need-my-employers-details>

We will contact your employer to verify your employment status, and conduct employment checks on new customers. We are very discrete and never divulge personal information or any information on the nature of the call.

<https://help.nowfinance.com.au/hc/en-us/articles/360004897092-How-do-I-receive-the-money-once-my-personal-loan-has-been-approved->

Done

[https://help.nowfinance.com.au/hc/en-us/articles/360004962851-How-fast-is-the-application-process-](https://help.nowfinance.com.au/hc/en-us/articles/360004962851-How-fast-is-the-application-process-" \t "_blank)

<https://help.nowfinance.com.au/hc/en-us/articles/360004962831-Are-there-any-establishment-fees>

<https://help.nowfinance.com.au/hc/en-us/articles/360004962431-What-happens-after-I-have-applied>

<https://help.nowfinance.com.au/hc/en-us/articles/360004896752-What-documents-will-you-need-from-me>

<https://help.nowfinance.com.au/hc/en-us/articles/360004962471-Do-you-do-joint-loans>

<https://help.nowfinance.com.au/hc/en-us/articles/360004896872-Can-I-have-a-guarantor-on-the-personal-loan>

<https://help.nowfinance.com.au/hc/en-us/articles/360004896732-Do-you-offer-loans-for-people-on-Centrelink-benefits->

<https://help.nowfinance.com.au/hc/en-us/articles/360004896712-Do-you-do-loans-for-people-on-a-disability-pension>

<https://help.nowfinance.com.au/hc/en-us/articles/360004896692-Do-you-do-loans-for-people-with-bad-credit>

<https://help.nowfinance.com.au/hc/en-us/articles/360004962371-What-are-your-exit-fees>

<https://help.nowfinance.com.au/hc/en-us/articles/360004962351-How-Long-will-the-application-take->

<https://help.nowfinance.com.au/hc/en-us/articles/360004896672-Can-I-Apply-Online>

<https://help.nowfinance.com.au/hc/en-us/articles/360004896592-Do-you-need-to-provide-security-for-a-personal-loan->

<https://help.nowfinance.com.au/hc/en-us/articles/360004896572-What-s-a-comparison-rate->

<https://help.nowfinance.com.au/hc/en-us/articles/360004896552-What-s-the-difference-between-a-secured-loan-and-unsecured-loan->

<https://help.nowfinance.com.au/hc/en-us/articles/360004896492-Do-I-have-to-pay-the-application-fee-before-I-apply-for-the-loan->

<https://help.nowfinance.com.au/hc/en-us/articles/360004961891-What-can-I-use-a-personal-loan-for>

<https://help.nowfinance.com.au/hc/en-us/articles/360004896092-What-s-the-difference-between-variable-and-fixed-interest-rates->

<https://help.nowfinance.com.au/hc/en-us/articles/360004961711-I-have-been-previously-bankrupt-am-I-eligible-for-a-personal-loan->

<https://help.nowfinance.com.au/hc/en-us/articles/115001956131-I-did-not-get-an-offer-from-GET-MY-RATE-Why->

<https://help.nowfinance.com.au/hc/en-us/articles/115001956111-What-types-of-personal-loans-does-NOW-FINANCE-offer->

<https://help.nowfinance.com.au/hc/en-us/articles/115001956071-I-want-to-buy-household-items-for-my-home-Does-NOW-FINANCE-do-household-personal-loans>

<https://help.nowfinance.com.au/hc/en-us/articles/115001969972-I-have-medical-dental-expenses-Does-NOW-FINANCE-do-medical-or-dental-personal-loans->

<https://help.nowfinance.com.au/hc/en-us/articles/115001969952-I-want-to-renovate-my-house-Does-NOW-FINANCE-do-renovation-personal-loans->

<https://help.nowfinance.com.au/hc/en-us/articles/115001969932-I-want-to-buy-a-car-Does-NOW-FINANCE-do-car-loans->

<https://help.nowfinance.com.au/hc/en-us/articles/115001956051-I-am-employed-and-I-am-Casual-Am-I-eligible-to-apply-for-a-NOW-FINANCE-personal-loan->

<https://help.nowfinance.com.au/hc/en-us/articles/115001969872-I-have-just-started-a-new-job-and-I-am-Full-Time-Part-Time-Am-I-eligible-to-apply-for-a-NOW-FINANCE-personal-loan->

<https://help.nowfinance.com.au/hc/en-us/articles/115001952871-I-am-self-employed-Am-I-eligible-to-apply-for-a-NOW-FINANCE-personal-loan->

<https://help.nowfinance.com.au/hc/en-us/articles/115001966512-I-am-on-a-457-Visa-or-Temporary-Resident-Am-I-eligible-to-apply-for-a-NOW-FINANCE-personal-loan->