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->

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

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

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

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

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

<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/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->