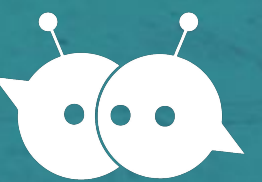




FinChatBot technology assessment



FinChatBot

Welcome to FinChatBot

Well done for making it through to the technology assessment round!

This guide will provide all the information you need to complete your assessment.

Before you begin, please read through the instructions carefully and send any questions you may have to thabelo@finchatbot.com

Do your best and good luck!

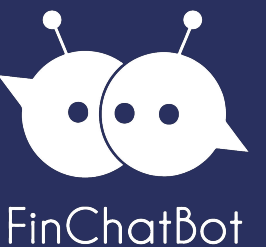
A large, dark blue circular graphic on the left side of the slide, consisting of a thick ring with a white center.

Who we are



OUR VISION

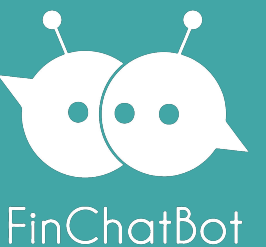
FinChatBot believes in positively transforming people's lives through intelligent digital solutions.





OUR MISSION

Ingeniously digitalise and guide customer experiences.



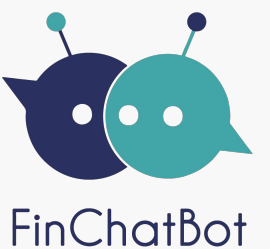
Our story



2 PASSIONATE FRENCH ENTREPRENEURS

had the vision of improving the increasing inefficiency, saturation and expense of call centres in the Financial Services Industry

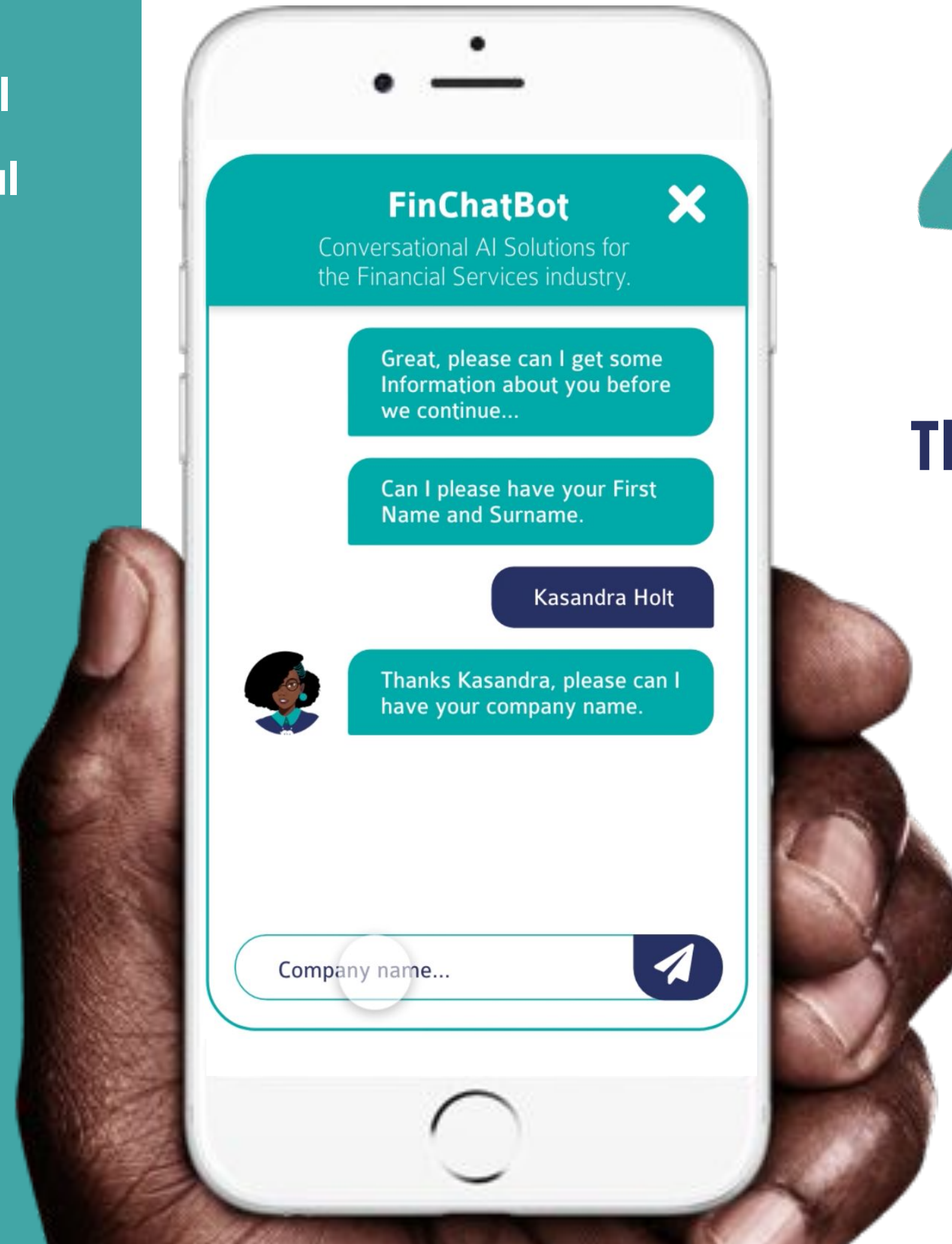
They made it happen by creating
Conversational AI Solutions for the Financial
Services Industry.





This is what we build ...

We develop conversational
AI solutions to help financial
service providers acquire
and retain customers while
reducing operating costs.



This is our product



We have three main conversational AI solutions

CUSTOMER ACQUISITION

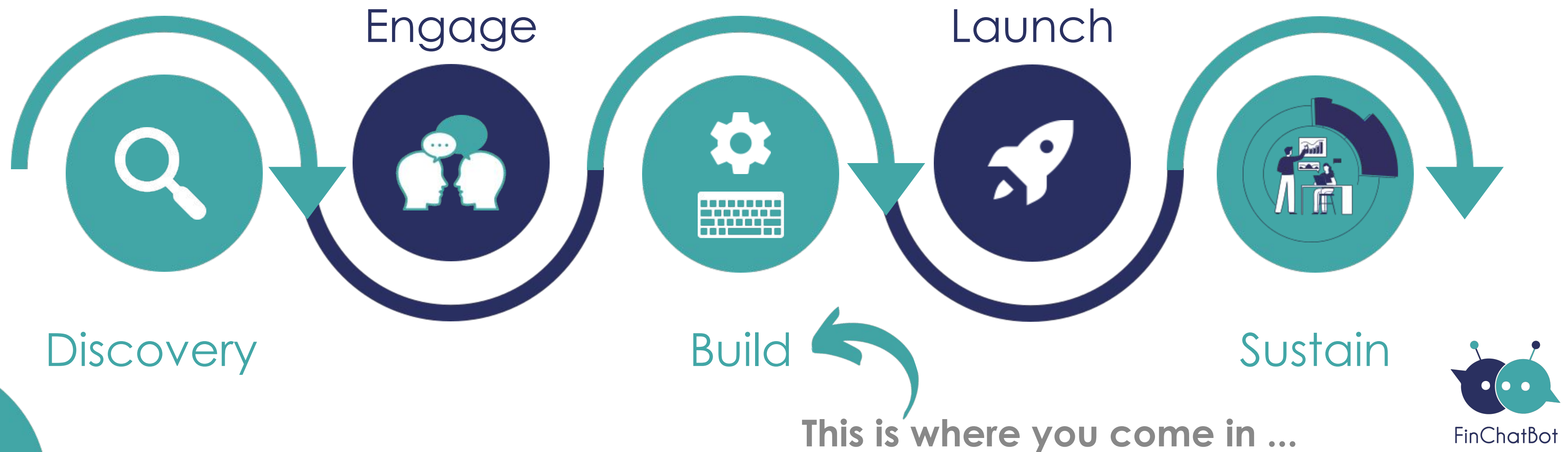
CUSTOMER CARE

PREMIUM AND DEBT RECOVERY



Our process

5-STEP PROCESS FOR CREATING CONVERSATIONAL AI SOLUTIONS
FOR OUR CLIENTS



The main objectives of our technology

● We use a dashboard to track conversational AI interactions and provide meaningful data to our clients

● We track 3 important interactions:

- Engagement: How many users interact with the solution.
- Completion: How many users complete the full conversation.
- Drop-offs: When do users drop-off the solution.

● Our conversational AI solutions are stable, flexible, scalable and intelligent for a positive customer experience.

Tools and instructions

You may choose any Node JS framework and a database of your choice

Please push your code to git along with a slick ReadMe file (please tell us about your project in the ReadMe file)

Please ensure that your code is functional and can run on any server or Heroku

DATABASE

Create a database to store necessary data and ensure you can track chat sessions and messages between the bot and the user.

No need for UI for stats, just JSON data.

Enable your API to get the following data points:

1. The engagement rate
2. The drop-off rate
3. The completion rate.

FRONT-END

The front-end of your solution must be able to send simple messages to the backend, and get a response from the back-end.

The front-end must have an aesthetically appealing look and feel - consider UX and UI principles.

BACK-END

The back-end must respond to messages as per the example below:

User: Hello

Bot: How can I help you today?

User: I want to check my bank balance for my savings account

Bot: Sure, you have R2 000 in your savings account

Bot: Can I help you with anything else?

User: No thanks

Bot: Great, come back soon!

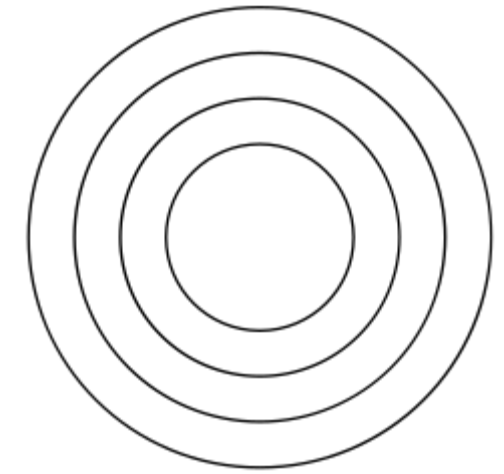
API

The API must be REST

Bonus points:

Security is not a priority but you can add it if you have enough time. If you do add security, provide a document to provide more details.

Good luck!



Remember that you can ask questions before you start your assessment. Send your questions to thabelo@finchatbot.com