

LLM - Fields shared with LLM

Field Name	Sample Value	Allowed Y/N	Comments	Sensitive Data Element
productDesc	Gold Card			PCI- Card type
last_5_digit	98765			May be combined under PCI
card_description	Gold Card ending in -98765			PCI- Card type
payment_date	2021-06-21 OR Jun 21			May be combined under PIA- Payment History
status	PROCESSING			-
payment_amount	987.65			PIA- Payment History
funding_account_number	1004		Last 4 digits, ex: bank ending -1004	PAN- Account number (full, partial, scrambled)
confirmation_code	M5804			May be combined under PIA- Payment History
bank_acct_display_last_4	1004		Last 4 digits	PAN- Account number (full, partial, scrambled)
autopay_display_date	April 10, 2021			May be combined under PIA- Payment History
payment_due_date	December 11, 2021			-
max_allowed_payment_amount	1855.30			May be combined under PIA- Payment History

Usage Breakdown:

Capabilities /Journey	Description	Field(s) Usage	Comments
Card Selector Enhancements	This capability is dedicated to better identifying the Card for a Multi-Card Member when the CM has provided details or a vague response. LLM will be used for semantic search of entities (productDesc or last 5 digits) present in CM utterance and return to bot for processing.	productDesc, last_5_digit	
Payment Search	This capability is dedicated to better identifying the Payment when required for a payment journey. LLM will extract a payment_amount entity from user utterance to refine payment list. Date and status entity extraction are post MVP.	payment_amount, payment_date, status	
Cancel Payment	This journey allows CM to view payment details and inform them if they can cancel.	payment_date, status, card_description payment_amount, funding_account_number, confirmation_code	
Payment Received	This journey allows CM to view the details and status of a historical payment.	payment_date, status, card_description payment_amount, funding_account_number, confirmation_code	
Make Payment (Post-MVP)	This journey allows CM to submit a payment to a selected card account.	card_description, payment_amount, funding_account_number, confirmation_code, max_allowed_payment_amount	
Payment Autopay (Post-MVP)	This journey allows CM to view autopay date or enroll in Autopay.	autopay_display_date	
Payment General (Post-MVP)	This journey directs CM to the appropriate journey based on recent payment status.	autopay_display_date, payment_amount payment_due_date	

*** Note for the listed journeys: These fields may be exposed to LLM at some point when sending conversation history.**