**AI Chatbot**

Part 1

A customer has logged into the banking app and asked Eeba where their nearest branch is.

You have been tasked with brainstorming the different ways a customer might type this into Eeba. Here is an example: *“Hi Eeba, I want to speak with someone in person about my banking”*

What are some other ways a customer could ask this?

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| Any sentences with the preset keyword is appropriate  Keyword Example: banking, in person, directly, speak, nearest, branch, closest, near, close,…  Example: ‘Hi, you know where is the nearest branch from me?’  ‘Hi, is there any bank near me?’  ‘Hi, good morning I need some help.’ |

Part 2

Now that Eeba knows that the customer wants to know where their nearest branch is, Eeba asks, “Where do you live?” and the customer answers with the suburb they live in.

Can you fill out what Eeba should say in each of these scenarios?

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| * There is a branch in their suburb.   + Eeba: “There is a branch near your location, press 1 if you want address detail, press 2 if you want phone number of the branch” * The suburb does not have a branch.   + Eeba: “There is no branch in your suburb, press 1 and say another suburb that is near to you” * The suburb does not exist.   + Eeba: ‘There is no such suburb, press 1 and say another suburb which is vaild” |

Part 3

The simplest way to make a decision in programming is using an IF statement. An IF statement will allow Eeba to make a decision and perform a function, based on whether the statement was true or false.

Fill this in:

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| *if (suburb\_name exists) & (suburb\_name has a branch) then*  *print ‘The nearest branch is in suburb\_name’*  *else if (suburb\_name doesn’t have a branch) then*  *print ‘There is no branch in suburb\_name’*  *else*  *print ‘There is no such suburb’*  *end if* |