Workflow of SBI\_Life Chatbot

1. First Question on onboarding

Hello! I’m your SBI Life Advisor. I’ll help you find the perfect life insurance policy. Let’s get started!

Can I ask you a few questions to better understand your needs?

User- Yes / No.

If No – Then politely end the conversation with - Thank you for taking the time to explore your insurance options with me! I hope I was able to assist you in making an informed decision. If you have any more questions or need further assistance, feel free to reach out anytime. Have a great day!

2. Question Design

1. Age
   * Question: How old are you?
   * Classification ML Model-
     + Young (<25): Focus on low-cost, long-term policies.
     + Mid-age (25–50): Focus on family and wealth creation.
     + Senior (50+): Focus on risk coverage and retirement plans.
2. Marital Status
   * Question: Are you married?
   * If Yes - Do you have any dependents (e.g., children, elderly parents)?
3. Income Bracket
   * Question: What is your annual income?
   * Options:
     + Below ₹5 Lakhs
     + ₹5–10 Lakhs
     + ₹10–20 Lakhs
     + Above ₹20 Lakhs.
4. Savings
   * Question: Do you save regularly?
   * If Yes- How much do you save monthly? ( here long term policies for users who save regularly )
5. Investment Preferences
   * Question: Do you invest in financial instruments like mutual funds, stocks, or FDs?
   * If Yes- What’s your risk appetite—low, medium, or high?
6. Primary Financial Goals
   * What are your top financial goals?
   * Options
     + Child’s Education
     + Retirement Planning
     + Tax Savings
     + Wealth Creation
     + Risk Coverage.
     + Others ( Write it in the input box )
7. Policy Duration
   * Question- How long do you wish to stay invested?
   * Options
     + <5 years
     + 5–10 years
     + 10 years.
8. Premium Payment Preferences
   * Question: How frequently would you prefer to pay premiums?
   * Options:
     + Monthly
     + Quarterly
     + Annually.
9. Health Conditions
   * Question: Do you have any pre-existing health conditions?
   * If yes, textarea or message box

Output Response-

2–3 options with:

* + - Policy Name
    - Key Benefits
    - Estimated Premium
    - Coverage Amount.
* Comparison features for users to compare policy side by side.
* Use of graphs, plots, statistical features to show
  + - Premium vs. Coverage.
    - Investment growth (for ULIPs).

Follow up for confirmation - Would you like to proceed with any of these policies

Yes – We will collect Name, Email, Phone Number.

No- We will offer to connect with SBI Advisor

I see! Would you like me to connect you with an SBI Advisor for further assistance? They can help address any questions or provide additional guidance tailored to your needs.

Yes to offer- Great! Please provide your contact details (Name, Email, and Phone Number), and I’ll ensure an SBI Advisor gets in touch with you shortly.

No to offer- Thank you for using the SBI Life Advisor chatbot! If you ever have any questions or need assistance, feel free to come back anytime. Have a wonderful day!

Last Summary - Email or download a summary of policy suggestions.

ALREADY AN EXISTING SBI USER WORKFLOW-

Welcome back! I see you’re an SBI account holder. Let’s use your existing details to provide the best policy recommendations quickly. Is that okay?

Options:

1. Yes, use my SBI account details.
2. No, I’d like to provide new details.

YES  
"Perfect! Based on your SBI account history, here are some personalized recommendations for you:

Policy Name

Key Benefits

Estimated Premium

( and other policies )

Would you like to know more about these policies or connect with an advisor?

Options:

1. Tell me more about the policies.
2. Connect me with an SBI Advisor.

NO   
No problem! Let’s start fresh. Could you please confirm a few details to help me suggest the best policies for you?  
(Proceed with the new user flow, asking for personalized inputs.)