



# CHATNOW

~ An Intelligent Banking Bot

# What is Chatbot ?

What does it mean ?

A program designed to simulate an intelligent conversation with one or more human users via **CONVERSATIONAL INTERFACE**.

Why now ?

Powered by AI(NLP) to understand context and perform .

To promote digital growth coming from mobile usage .

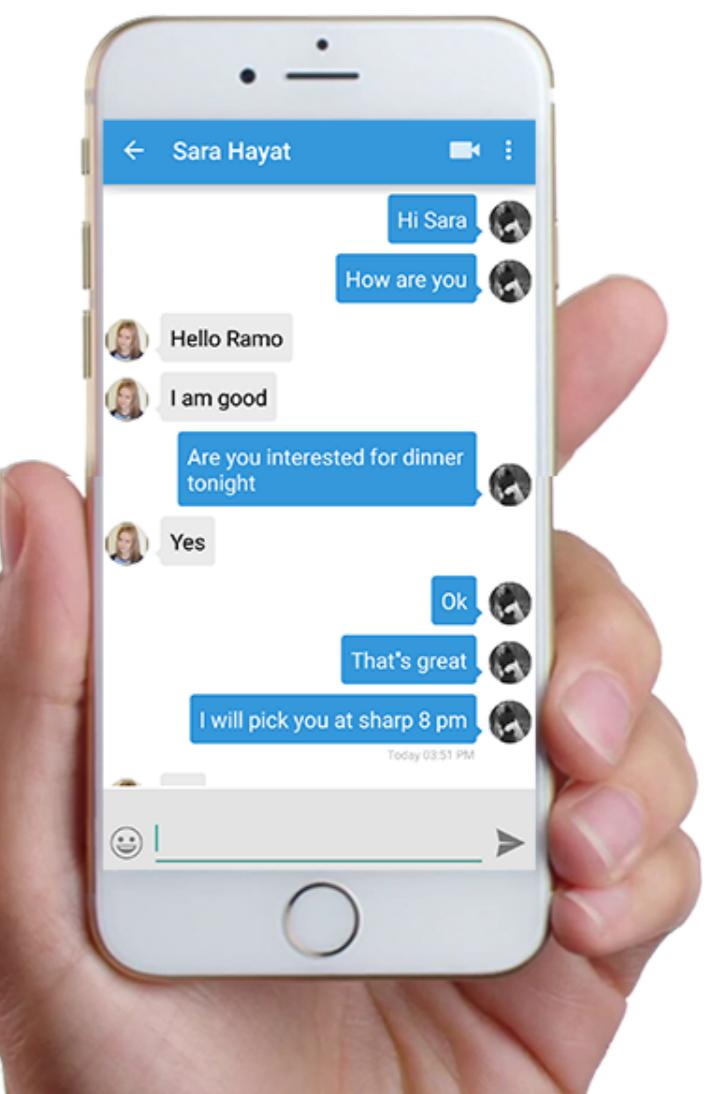
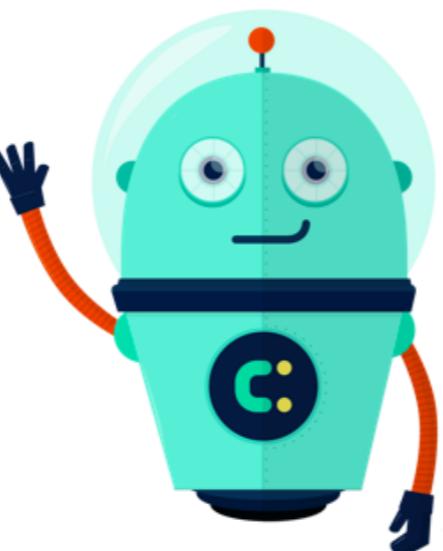
Distribution channels shift .

Chat apps can be thought as the future browsers ;bots will be the new websites. This is the beginning of new Internet.  
**Ted Livingston, Founder of Kik**

# How Chatbot work



I am looking for  
personal loan banks in  
Melbourne



Chat bot responds  
based on how it was  
trained for the  
specific intent and  
entities

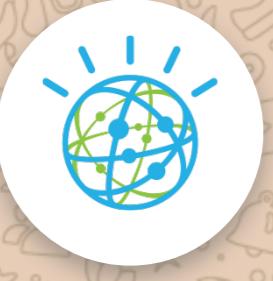
Intent: Banks  
Entities:  
Bank type: Personal loan  
Area: Melbourne

# Frameworks Analysed



## Amazon Lex

- ✓ Widely Used
- ✓ GUI based to create Slots & Intents



## IBM Watson

- ✓ Ease of usage
- ✓ Deployment is hassle free



## Recast AI

- ✓ Rich skills and intents
- ✓ Easy re usage of intents from 3rd party repositories



## Microsoft Bot

- ✓ Widely Known
- ✓ Communication is API based

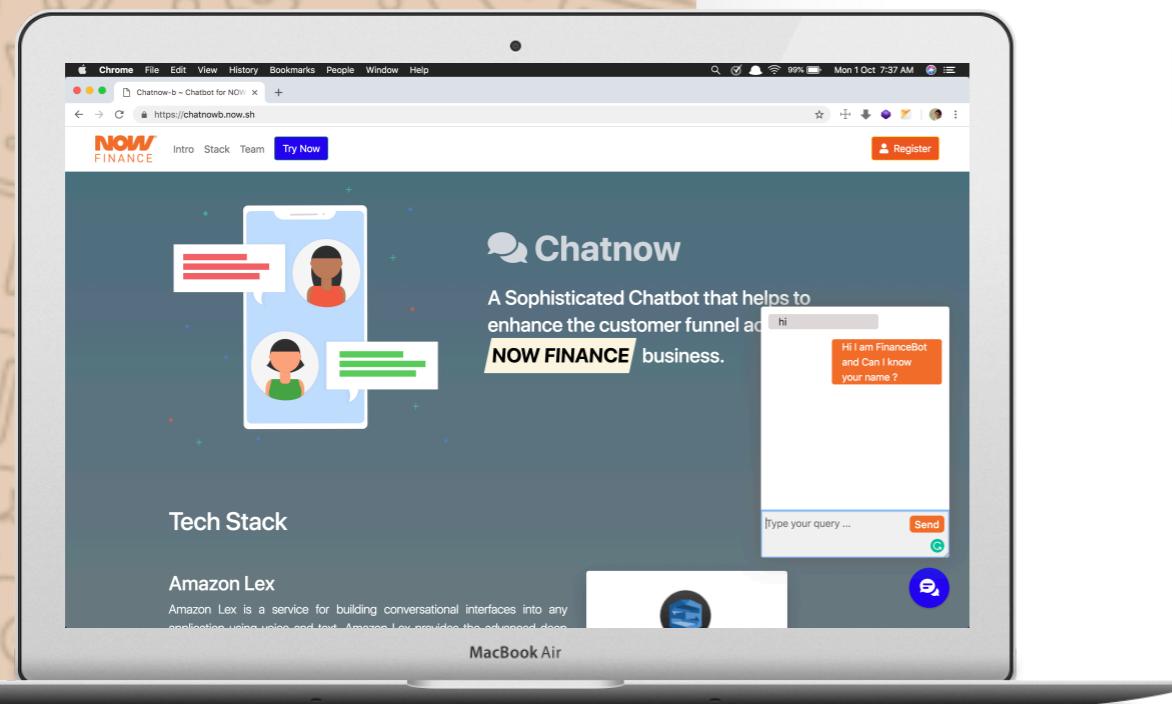
# Why Amazon Lex ?



- ✓ Wide range of AWS Services
- ✓ Ease of integration with voice based chatbot Alexa

- ✓ Fully manageable in one single cloud infrastructure
- ✓ Can support multiple medium of devices like Web, Mobile etc.,

# Goals & Value Creation



**Available round the clock**



**Channel Agnostic**



**Multi Language Support**



**Multiple ways of Communication**

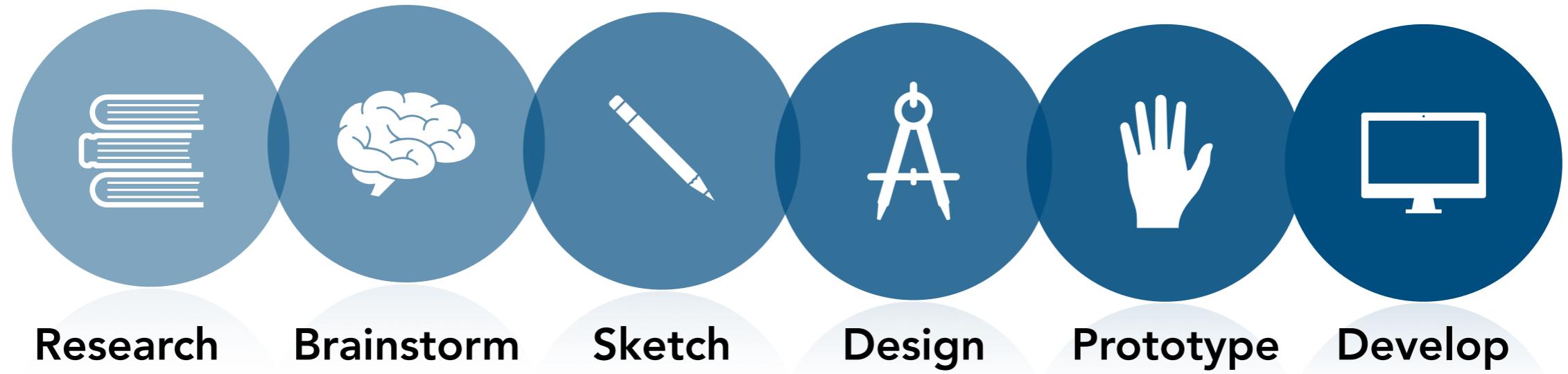


**Instant Response**



**Personalised Experience**

# Development Process



**Boards**

**Current Sprint** Chatnow-b Free Team Visible A P MP S

**To Do** + Add a card

**Doing** + Add a card

**Review**

- PPT presentation for last week  
Bell icon 1 eye icon A MA P
- Technical Specifications with detailed information about the Chatbot framework we tried to implement  
Bell icon 1 eye icon A P
- + Add another card

**Done** + Add another list

- User Interface design  
Clock icon 30 Aug eye icon MP MA S
- Getting a quote on the chatbot development from a company building it
- Analysing the new requirement and specification from client  
Bell icon eye icon A MA P TV
- DialogFlow and intent creation for the demo chatbot using amazon lex.  
eye icon A MP MA TV
- Minimum functionality chatbot- mvp  
eye icon Clock icon 22 Aug eye icon A MP MA TV
- Meeting up with supervisor for week4  
Clock icon 3 Aug eye icon P
- Website creation using bootstrap  
eye icon Clock icon 5 Aug eye icon P 1
- + Add another card

# Collaboration



Hi Savan, I am your personal virtual assistant.I can help you anytime.

Hello, What is your name?

You can set a name of your choice for me.

That's Great. Your name should be Chatzy. Hi Chatzy.....

I liked it.

Hello.How can I help you?

Set alarm at 10 AM.

I have set the alarm for 10 AM.

Type a message



## Design



Sketch



Photoshop



Balsamic



Dribbble

# Development



Sublime Text



AWS Services



ZEIT Co



Node.js



Bootstrap

```
1 const express = require("express");
2 const logger = require("morgan");
3 const hbs = require("express-handlebars");
4 const compression = require("compression");
5 const methodOverride = require("method-override");
6 const bodyParser = require("body-parser");
7 const Amplify = require("aws-amplify").default;
8 const helmet = require("helmet");
9 const cookieParser = require("cookie-parser");
10 const path = require("path");
11 const session = require("express-session");
12 const FileStore = require("session-file-store")(session)

13 global.fetch = require("node-fetch");

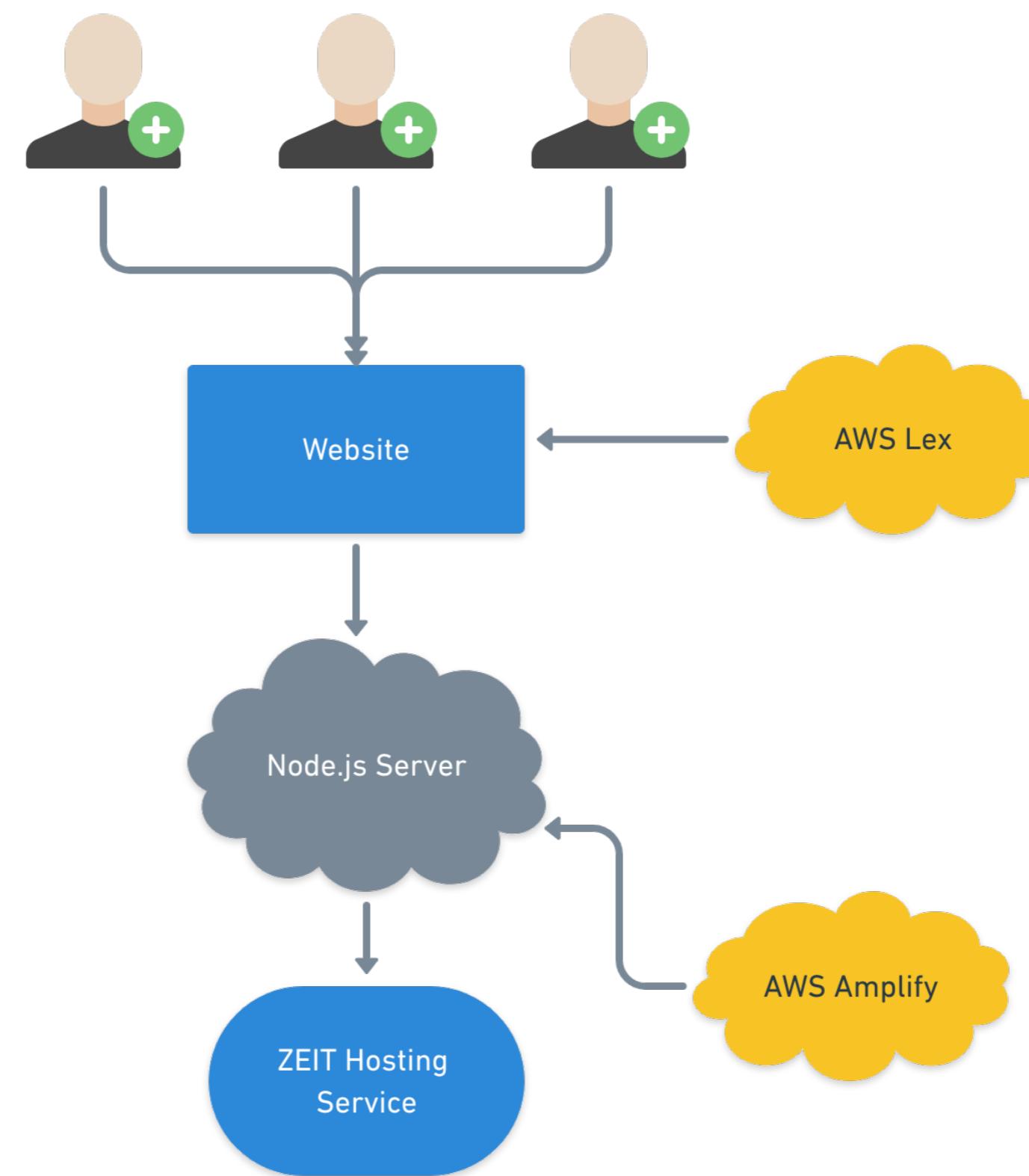
14 const requiresLogin = require("./middlewares/auth");
15 const hasLoggedIn = require("./middlewares/hasLoggedIn")
16 const {
17   homeHandler,
18   loginGetHandler,
19   loginPostHandler,
20   registerGetHandler,
21   registerPostHandler,
22   registerConfirmationGetHandler,
23   registerConfirmationPostHandler,
24   errorHandler,
25   logOutHandler
26 } = require("./handlers");

27
28 const CONFIG = {
29   cognito: {
30     REGION: "us-east-1",
31     USER_POOL_ID: "us-east-1_iyNsjToDL",
32     APP_CLIENT_ID: "767b6ncek4mh1ue0r7s57usu3",
33     IDENTITY_POOL_ID: "us-east-1:b5c55085-f4b8-4a30-
34   }
35 }
36 }
37 };

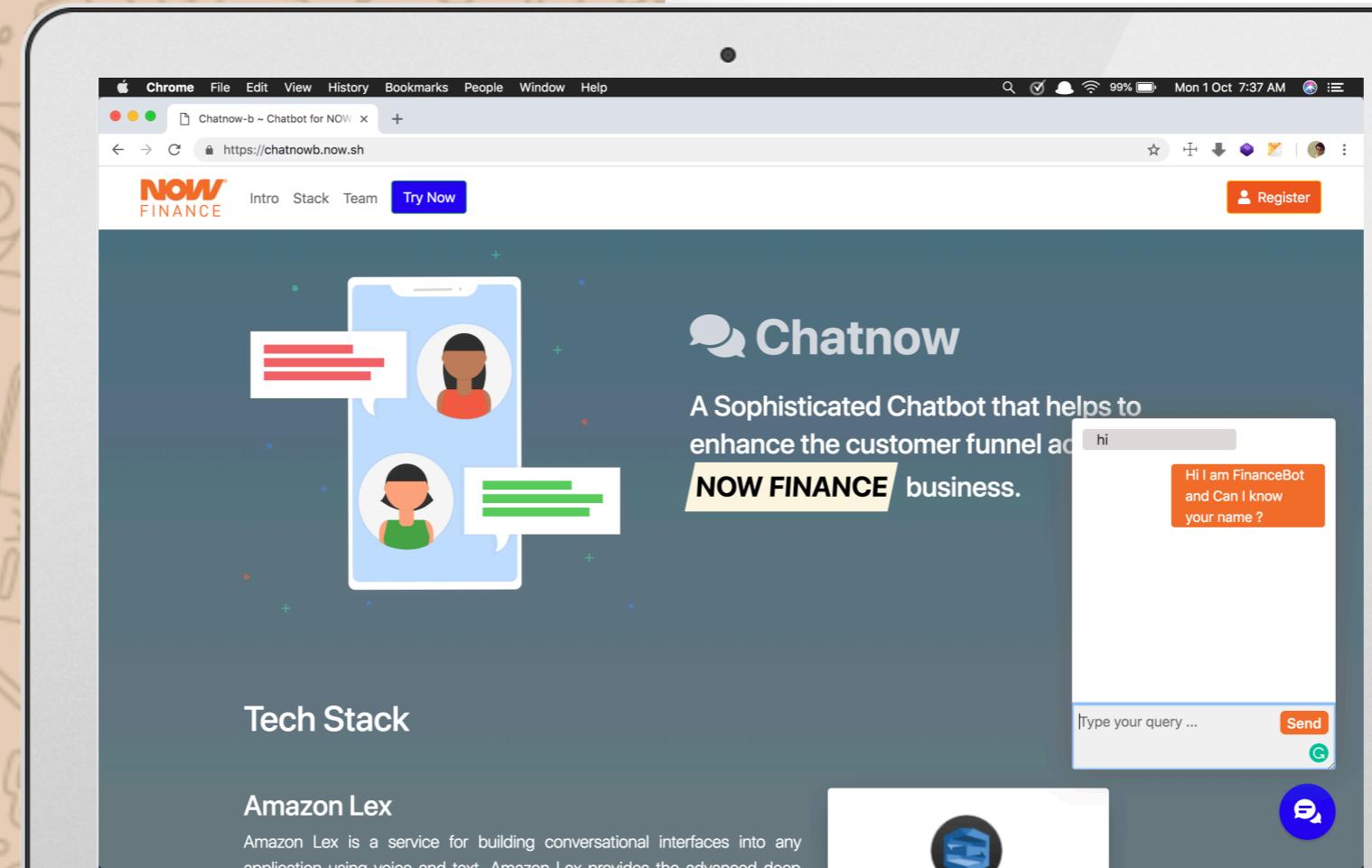
38 Amplify.configure({
39   Auth: {
40     mandatorySignIn: true,
41     region: CONFIG.cognito.REGION,
42     userPoolId: CONFIG.cognito.USER_POOL_ID,
43     identityPoolId: CONFIG.cognito.IDENTITY_POOL_ID,
44     customDataIdentities: CONFIG.customDataIdentities,
45     customDataIdentityId: CONFIG.customDataIdentityId,
46     customDataIdentityRegion: CONFIG.customDataIdentityRegion,
47     customDataIdentityUserPoolId: CONFIG.customDataIdentityUserPoolId,
48     customDataIdentityUserPoolRegion: CONFIG.customDataIdentityUserPoolRegion
49   }
50 });

51 
```

# Architecture



# Desktop Layout



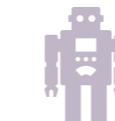
# Key Characteristics



**Quick Response**



**Personalised Experience**



**Intelligent Assistance**



**Customer Experience**



**70 % of consumers say they prefer messaging over calling customer support**



**By 2020, 85% of all customer interactions will be handled without human agents**

# How Chatbots are helpful

## Rich UI Elements

- \* Predefined templates and elements help in enriching the UI and UX in conversation
- \* Users can interact through text and images.
- \* Quick replies, buttons specific to messaging network

## Supportive Conversation

- \* Inputs are used to support user flows, shortcuts ,advanced user input and minimise typing effort for users

## Search Engine

## History of Every Interaction

# Project Journey

## Sprint 1

- \* Understanding project requirements
- \* Upskilling
- \* Analysing the Chatbot frameworks
- \* Considering Amazon Lex as the solution

## Sprint 3

- \* Scrapping the FAQs from the website
- \* Intent creation
- \* Match NOW Finance theme
- \* Analysing the client objectives

## Sprint 2

- \* Worked on bootstrapping the website
- \* Building prototype
- \* Understanding the design tone of NOW Finance
- \* Worked on project documentation

## Sprint 4

- \* Project support documents
- \* Analysing the feature implementation from new requirements

# Chatnow-B Team Members

Prajwal Kumar  
Team Lead

Trushar  
Backend Dev

Mounika  
Frontend Dev

Annamalai  
Backend Dev

Arslan  
Frontend Dev

Saicharan  
Designer

So, Where can I see this demo ?

Yeah, we have a working demo in this url  
<http://chatnowb.now.sh>

Thank you !