



# CHATNOW

~ An Intelligent Banking Bot



SIT764 - Project Analysis & Design

Created by Annamalai, Prajwal & Saicharan

# 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 .

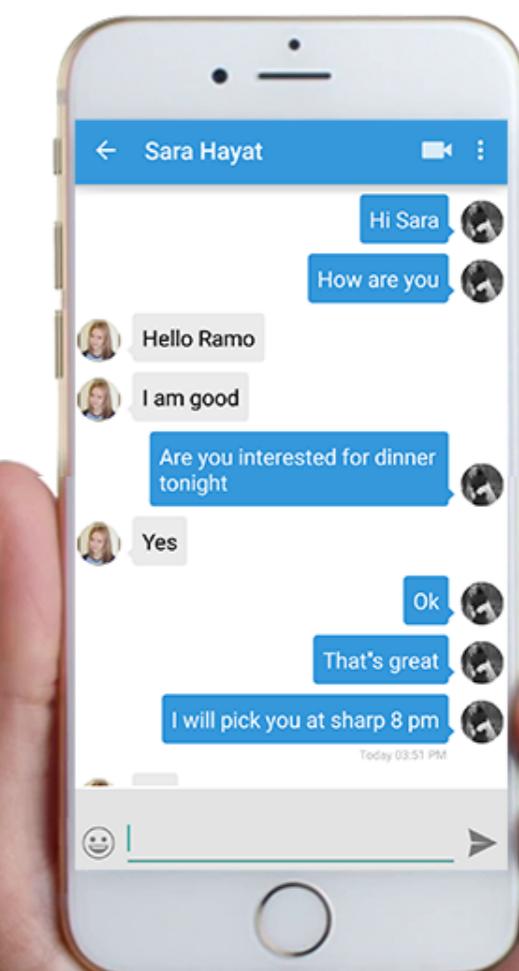
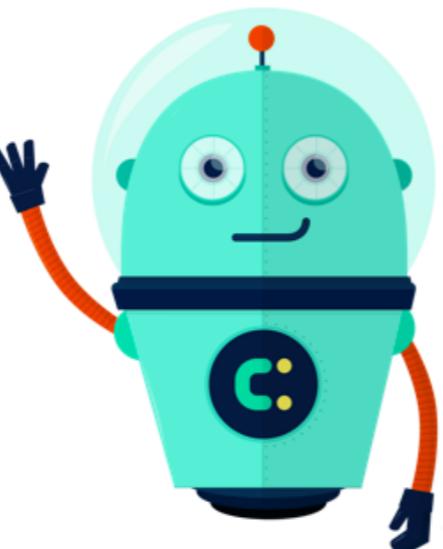
Chat apps can be thought as the future browsers ;bots will be the new websites. This is the beginning of new Internet.

**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

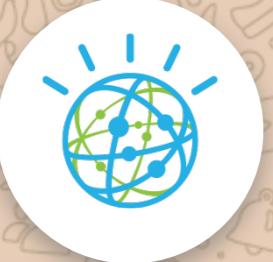
Intent: Banks  
Entities:  
Bank type: Personal loan  
Area: Melbourne

# Frameworks Analysed



## Amazon Lex

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



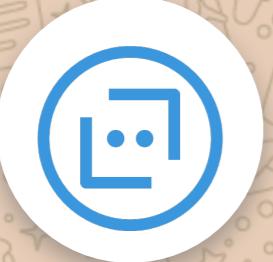
## IBM Watson

- ✓ 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

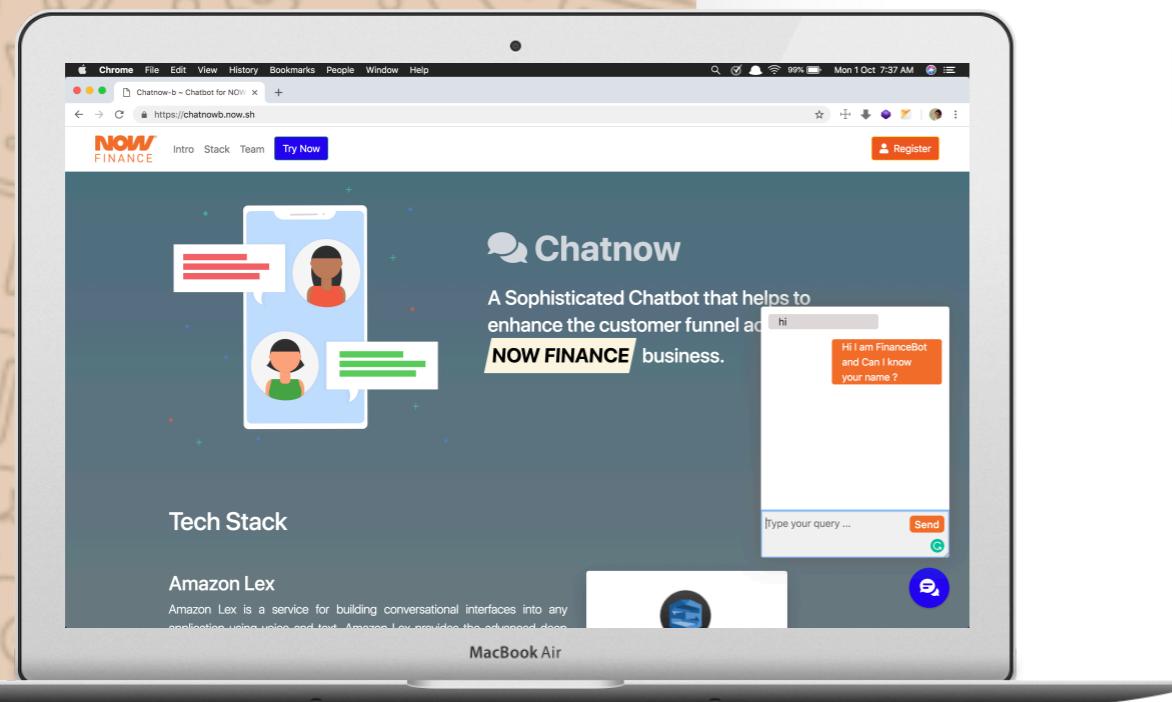
# Why Amazon Lex ?



- ✓ 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**

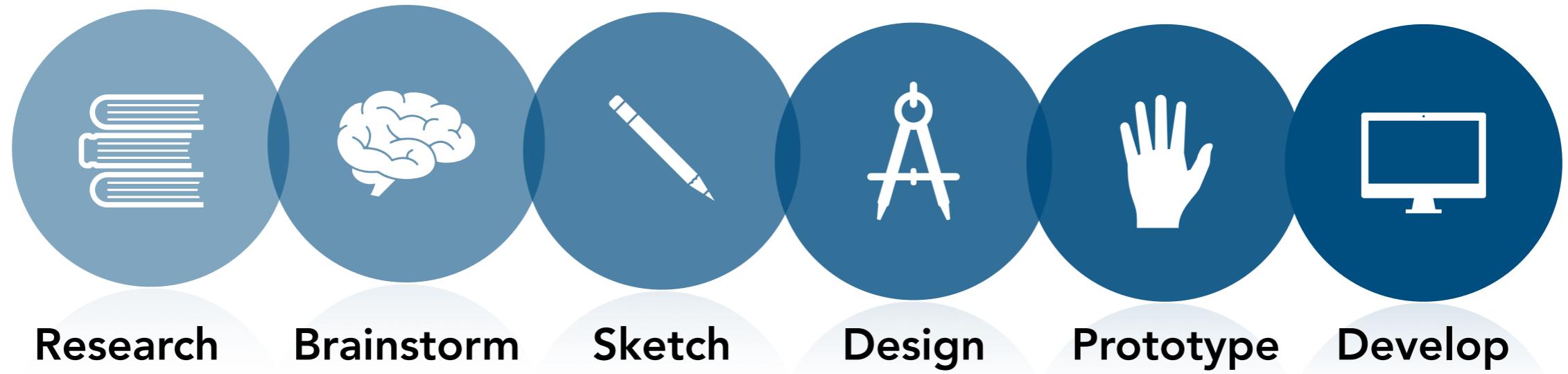


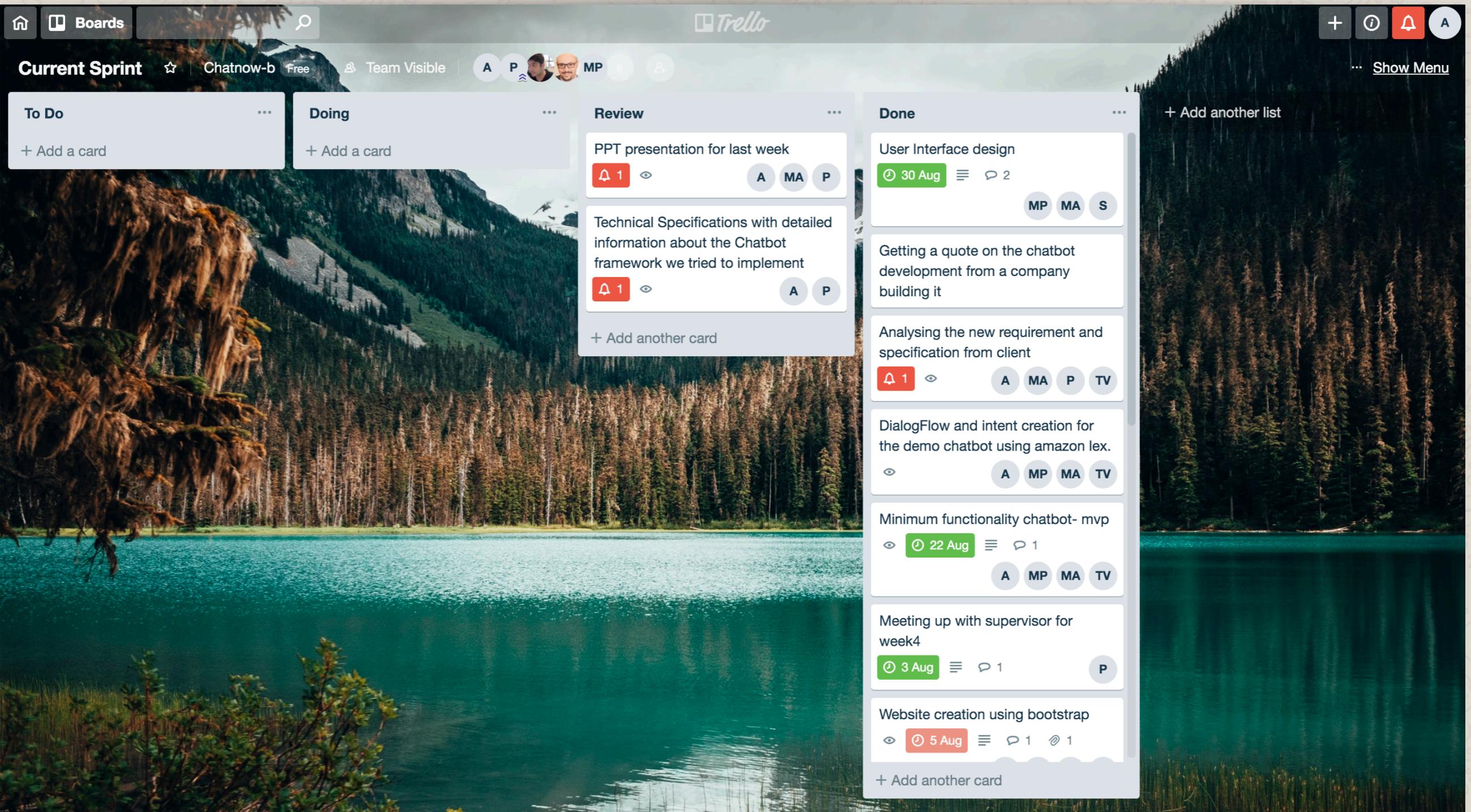
**Instant Response**



**Personalised Experience**

# Development Process





**Trello**

Boards | Chatnow-b Free | Team Visible | A P MP S + Add another list

Current Sprint | Show Menu

To Do | Doing | Review | Done

+ Add a card | + Add a card | + Add another card

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

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 1 | 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 | A 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**

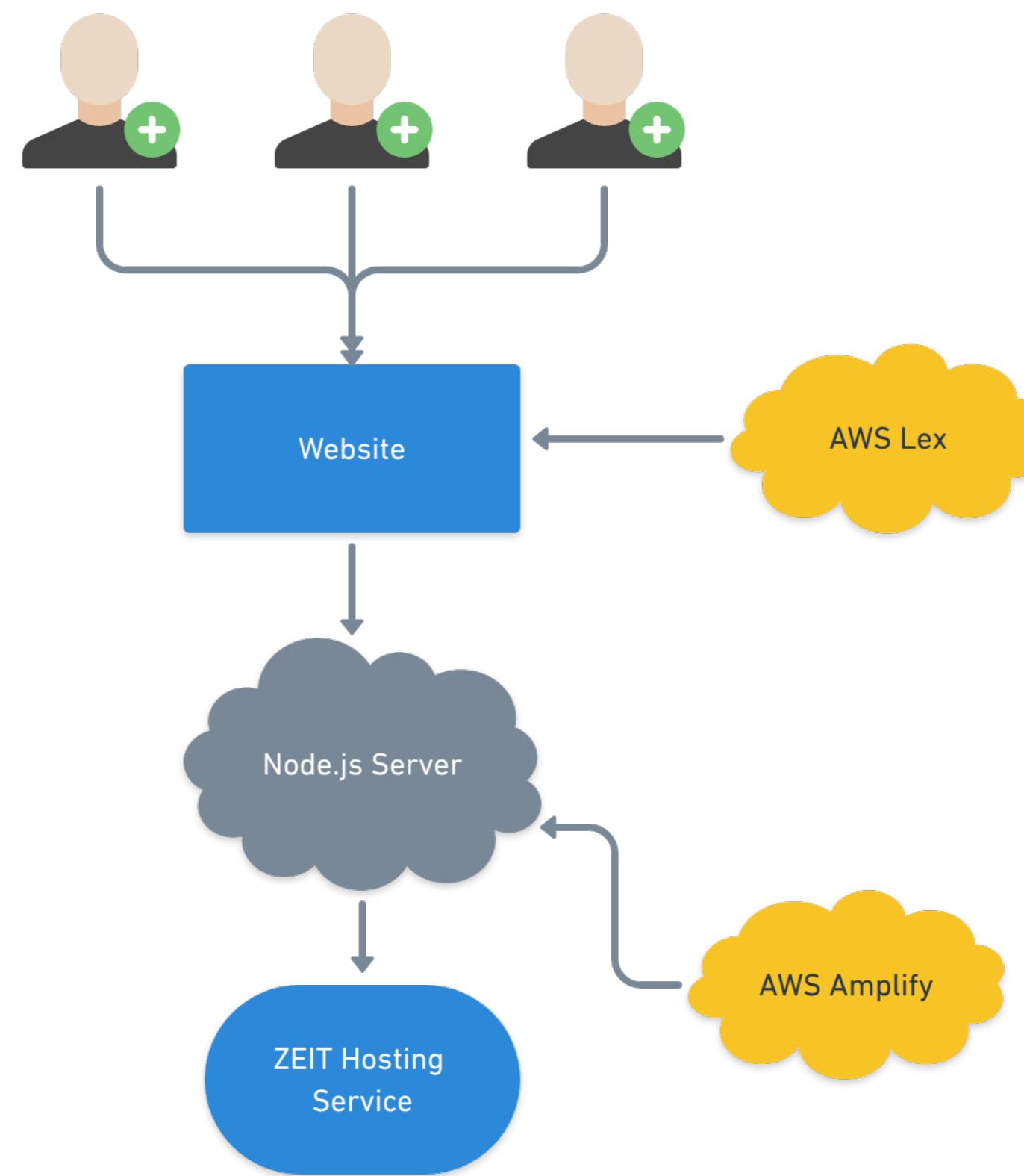


## Node.js

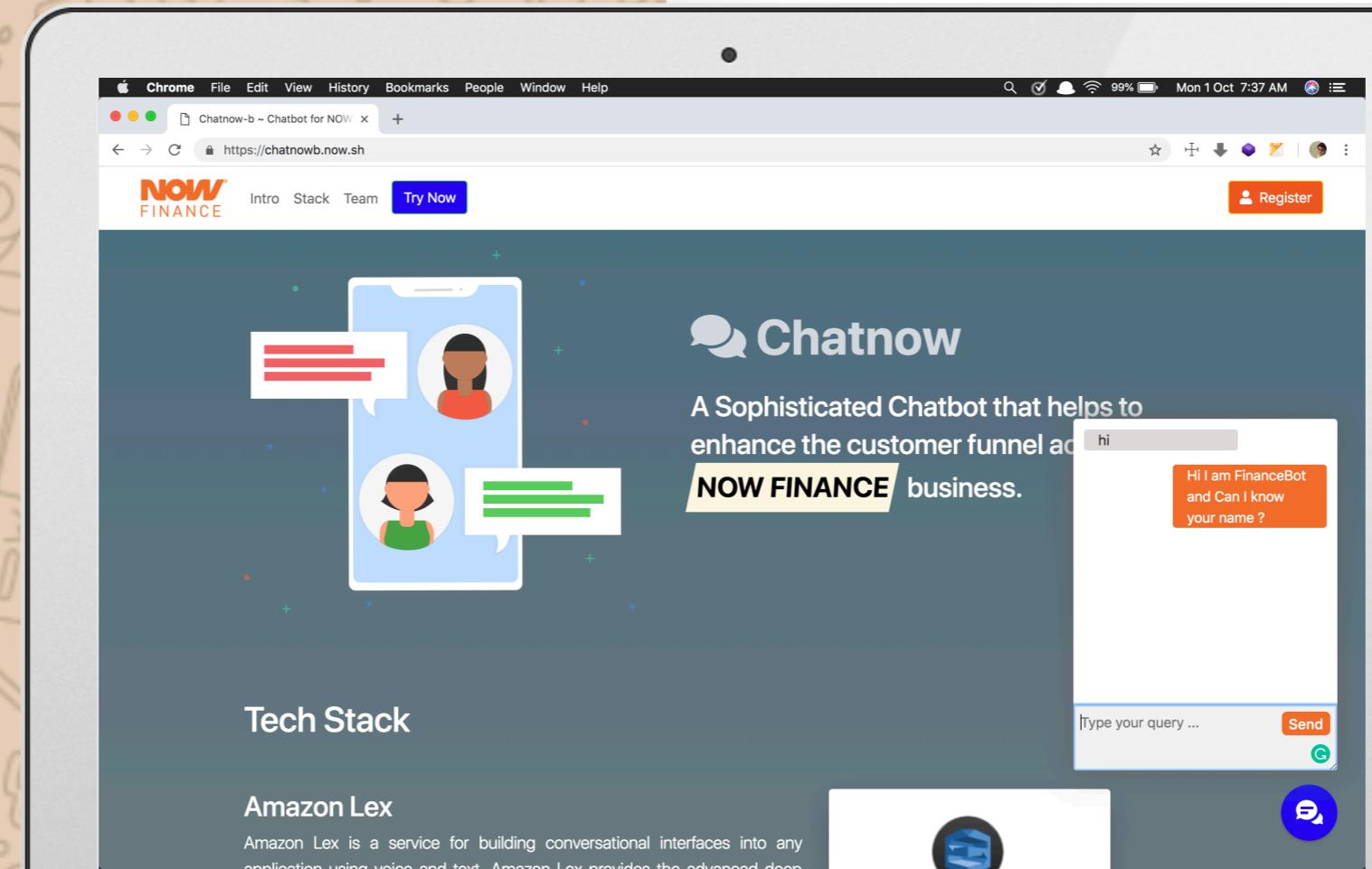


# Bootstrap

# Architecture



# Desktop Layout



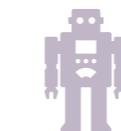
# Key Characteristics



**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 !