👋 Welcome John Doe! How can I assist you today?

(Previous issue: loan query)

You: I want to check my balance

AI-EBPL: To check your balance, go to the mobile app and select 'My Account'.

🤖 Was this answer helpful? (yes/no): yes

You: my internet not working

AI-EBPL: Transferring you to a human agent for better assistance... 🙋‍♂️

You: What about billing?

AI-EBPL: Visit the billing section on our website to resolve any billing issues.

🤖 Was this answer helpful? (yes/no): no

You: quit

AI-EBPL: 👋 Thank you! Have a nice day.