5.3.2.Chatbot (iBot-23) Second Phase Features

In second phase of this Chatbot, we will cover few accounts related inquires, service requests and fund transfers within the same bank accounts etc. by **'Text to Text'** and **'Voice to Text'** communication. Upon bank's demand, we could incorporate the related features in Admin Panel to maintain the FAQ and Customer type wise configuration.

SL#	Phase 2 Features Name	Feature Price
1	Date-wise CASA Statement (Up to 10 Transactions)	30,000.00
2	TD/RD Current Outstanding Balance	50,000.00
3	Loan Account Current Outstanding Balance	80,000.00
4	Loan Repayment Schedule	
5	Credit Card Unbilled Statement	50,000.00
6	Wallet Account (tagged) Balance	80,000.00
7	Wallet Account (tagged) Mini Statement (Last 5 Transactions)	
8	CASA Cheque Book Request	100,000.00
9	CASA Cheque Book Request Status	
10	Credit Card Cheque Book Request	100,000.00
11	Credit Card Cheque Book Status Check	
12	CASA Cheque Leaf Stop Request	120,000.00
13	Credit Card Cheque Leaf Stop Request	
14	Debit Card Active Request	100,000.00
15	Credit Card Active Request	
16	Credit Card Block Request	
17	Loan Request	200,000.00
18	DPS Opening Request	
19	Fixed Deposit Request	
20	NOC Request	
21	Physical Statement Request	
22	Own Account Fund Transfer	200,000.00
23	Own Account Fund Transfer History (Last 10 Transactions)	
24	Within EBL Account Fund Transfer	
25	Within EBL Account Fund Transfer History (Last 10 Transactions)	
26	Mobile Recharge using Wallet Account (tagged)	100,000.00
Total		**1,210,000.00**

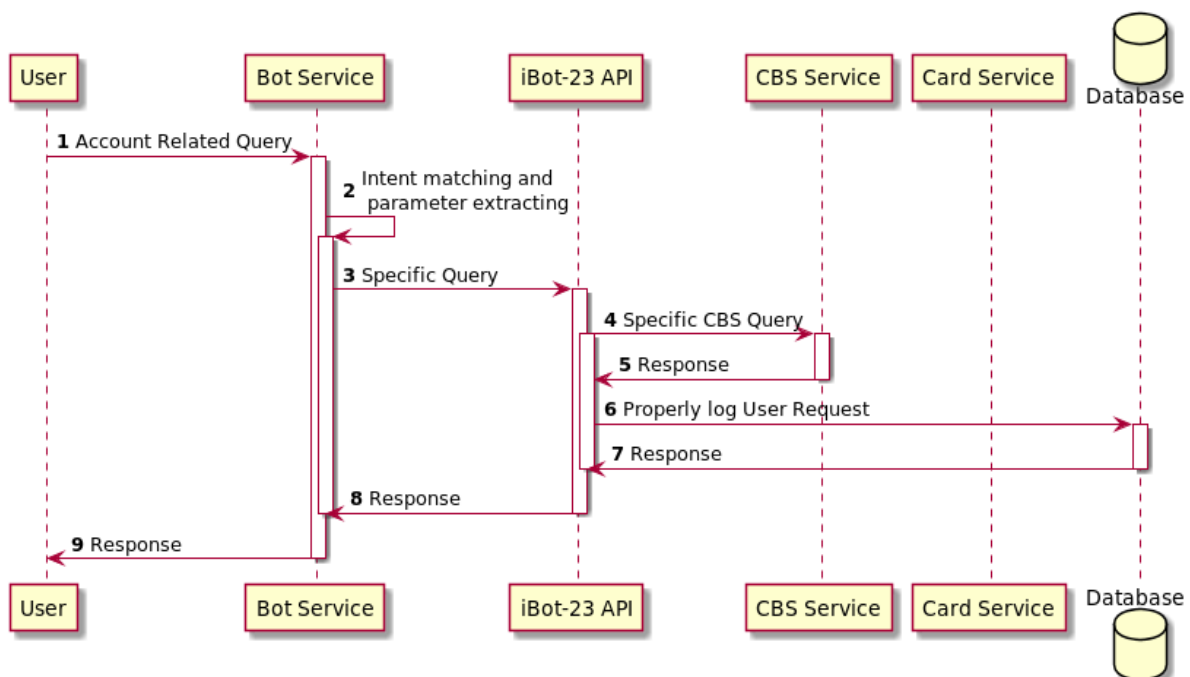*Note: Price may vary based on the requirements*

5.4. Sequence Diagram

To understand the multiple system integration of the Chatbot (iBot-23) properly, we are providing few 'Sequence Diagram' as example.
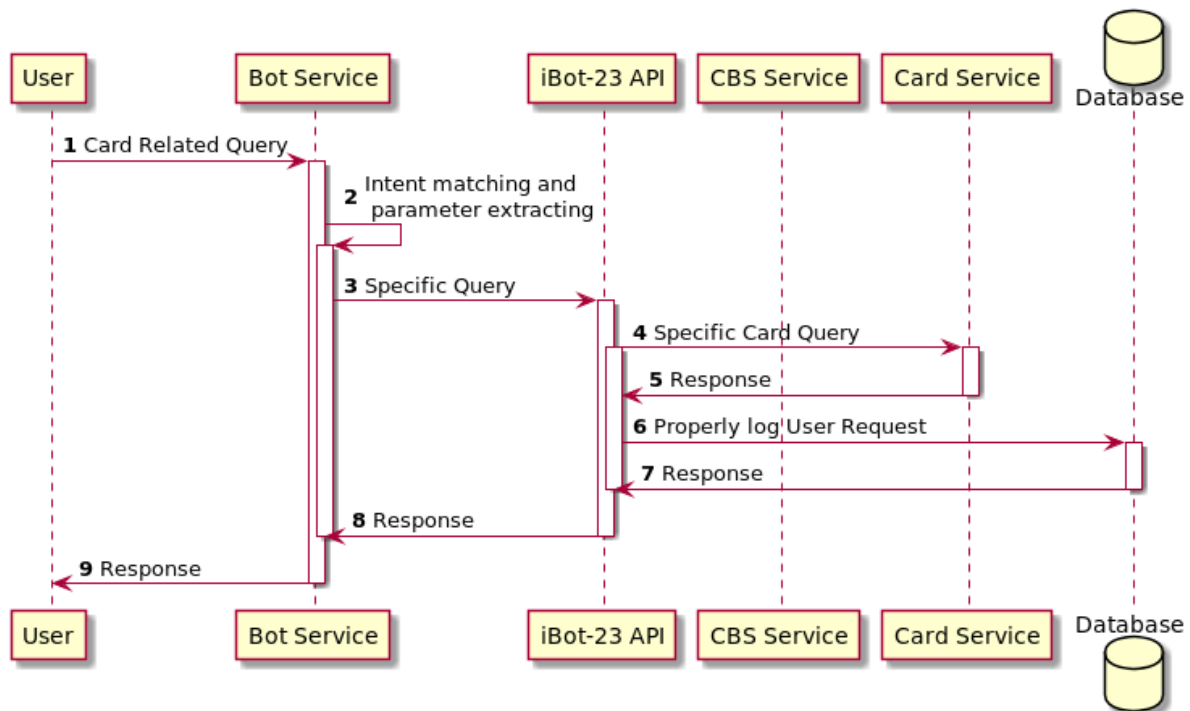
5.4.1.Sequence Diagram of FAQ (General Query)
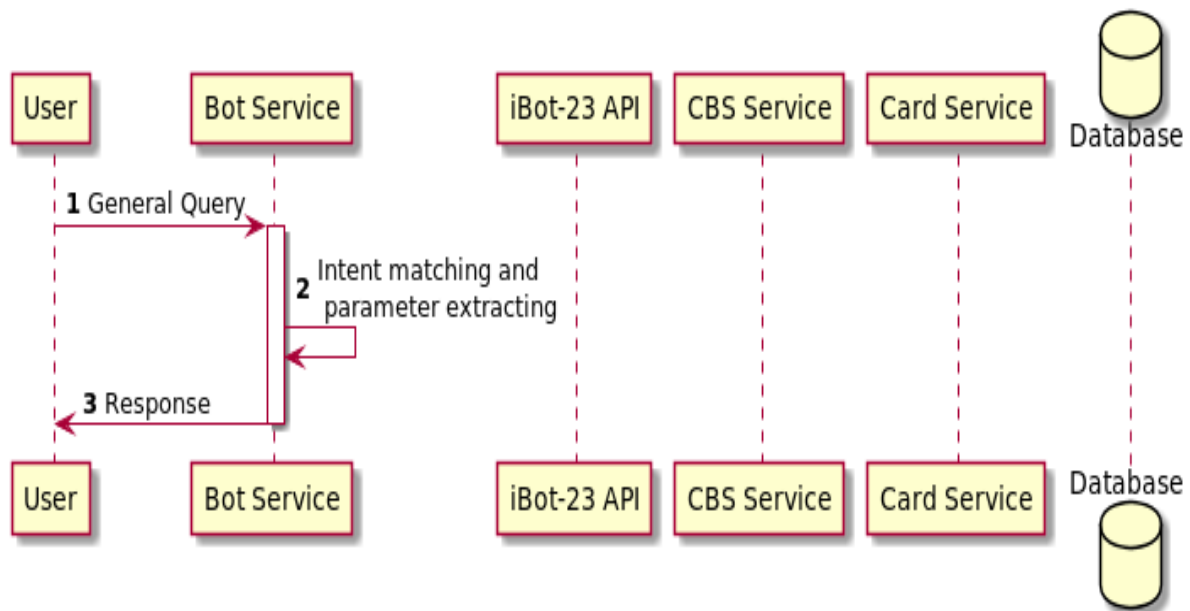
5.4.2.Sequence Diagram of CBS (Accounts Related Query)

5.4.3. Sequence Diagram of Card System (Credit Card Related Query)

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6. Chatbot Admin Panel

To give you full control of your Chatbot and ability to customize your bot as you wish, we offer Chatbot Admin panel development. This puts you in charge of your Chatbot. The admin panel is a unique tool which enables you to improve the Chatbot flow for better business outcomes. Creating an admin panel puts you in command of your Chatbot and gives you full flexibility and ability to customize the bot to your preferences. The Chatbot Admin platform has two main functions:

- provides an administrator with access to information (metrics, messaging history, orders history etc.)
- allows managing data (for example, adding products, categories, shop contacts).

There are some functions specific to admin panel of chatbots only such as operator (Live Chat) module, flow editor module, AI module etc.

Admin panel can exist as a separate website or desktop.

6.1. Chatbot Admin's Modules

SL#	Admin Module Name	Module Price
1	Required Chatbot Feature Management	150,000.00
2	Knowledge-base Management	100,000.00
3	Notifications Module	50,000.00
4	Customer Management Module	80,000.00
5	Messaging History Module	50,000.00
6	Roles Management Module	50,000.00
7	Reporting (Up to 5 Reports)	100,000.00
Total		**580,000.00**

Note: Price may vary based on the requirements

7. Popular Bot Services Comparison

Social Media| Technology (Provider)	Dialogflow (Google)	Dialogflow (Microsoft)	Amazon Lex Bot (Amazon)	Intelligent Bot (Oracle)	Watson (IBM)
Facebook Messenger	Yes	Yes	Yes	Yes	Yes
Skype	Yes	Yes	No	No	Yes
Twitter	Yes	No	No	No	Yes
Viber	Yes	No	No	No	No
Line	Yes	No	No	No	No
Kik	Yes	Yes	Yes	No	No
Slack	Yes	Yes	Yes	No	Yes
Telegram	Yes	Yes	No	No	No
Cisco Spark	Yes	No	No	No	No
Cisco Tropo	Yes	No	No	No	No
Twilio	Yes	Yes	Yes	No	No
Twilio Programmable Chat	Yes	No	No	No	No
GroupMe	No	Yes	No	No	No
Microsoft Teams	No	Yes	No	No	No
Cortana	No	Yes	No	No	No
Skype for Business	No	Yes	No	No	No
Instagram	No	No	No	No	Yes
WeChat	No	No	No	No	Yes
Web Application	Yes	Yes	Yes	Yes	Yes

8. Prerequisite and Deliverables

8.1. Prerequisite of Chatbot

To implement this feature, we need the following items:

    i.   All the required content vetted by EBL
    ii.   All the required APIs
    iii.   All the FAQs
    iv.   Required Network Access

8.2. Define Scope

All the items of **Chatbot (iBot-23) Features List (2.2)** are in the scope of this Chatbot.

8.3. Out of Scope

Anything not explicitly stated in 'Define Scope' sections in this proposal are outside of the scope of this proposal. In addition, any back-office configurations for Chatbot users are out of scope whereas we could incorporate a 'Back Office Panel (Admin Panel)' based on your demand.

9. Acceptance Procedure

For acceptance of any deliverable, BS23 shall provide a copy thereof to you of the document supporting the event and demonstrate to you that the deliverable conforms to the description specified for such deliverable in the section on Deliverables above. You will be responsible for any additional review and testing of such deliverable in accordance with any mutually agreed test scripts as may be included in BS23's Project Management plan. If the deliverable does not conform with the description for such deliverable specified in the Section on Deliverables above, and/or any such test scripts, you shall have 10 (Ten) business days after BS23's submission of the deliverable ("acceptance period") to give BS23 a written notice which shall specify the deficiencies in detail. BS23 shall use reasonable efforts to promptly rectify any such deficiencies. After rectification BS23 shall resubmit the deliverable for your review and testing as set forth above. Upon accepting any deliverable provided by BS23, you shall provide BS23 with written acceptance of such deliverable. If you fail to provide any deficiencies within the acceptance period, as provided above, such deliverable shall be deemed to be accepted at the end of the acceptance period.