**Flow-Based Chatbot Development for S2M SELECT-PX Service**

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**1. Introduction**

* Société Maghrébine de la Monétique (S2M) is a leading company based in Casablanca, Morocco, specializing in electronic payment solutions. Established in 1983, S2M has emerged as a prominent provider of card payment processing services in the Maghreb region and Africa. One of their flagship offerings is the SELECT-PX Service, an advanced card-issuing and management software suite that supports a wide range of financial products and services, including multi-currency accounts, prepaid accounts, and digital wallets.
* The purpose of this project proposal is to outline a plan for the development of a chatbot for the SELECT-PX Service. The chatbot aims to enhance user experience, help, and improve accessibility to information and services offered by the service. By using natural language processing technologies (machine learning, artificial reasoning and conversational flow), the chatbot will improve the way users interact with the SELECT-PX Service, making it more efficient, and user-friendly.

**2. Objectives**

* Primary goal:
  + Develop a chatbot that enhances the user experience and support for the clients using the SELECT-PX Service.
* Specific objectives:
  + Improve user onboarding process:
    - The chatbot can be used as a secondary guide to new users through the service’s setup process, explaining features and functionalities step-by-step, for a smooth introduction to the service’s features and functionalities.
  + Provide assistance for transaction issues and management:
    - Detect and prevent fraud by analyzing the customers spending and detecting any unusual transactions, any detected eccentric payments will be reported to the user for verification.
    - Manage high level demands as the chatbot can answer basic questions about balances, transactions, and due dates, eliminating a bottleneck for customer service.
    - Educating customers about the product as the chatbot acts as a knowledge base for all the information a user might need during his/her usage period.
  + Offer personalized alerts and financial advice.
    - Offering the option to automate basic tasks (paying monthly bills, moving money between accounts).
    - Personalizing customer interactions, the service will meet customer expectations regarding response time and answer quality. With natural language Understanding and 24/7 availability.
    - Having a multilingual capability chatbot.
  + Enhance FAQ and information accessibility.
    - Creating a very thorough Knowledge base for the chatbot and making the chatbot user-friendly by tweaking the conversion rate, activation and retention.

**3. Scope**

* Features to be included:

|  |  |
| --- | --- |
| * + User Onboarding. | * Task Automation. |
| * + Fraud Detection. | * Personalized Interaction. |
| * + Transaction Management. | * **Multilingual Support.** |
| * + Account Inquiries. | * **Knowledge Base.** |
| * + User Education. | * **User-friendly Interface.** |

**4. MVP**

* User Onboarding.
* Knowledge Base.
* User Education.
* User-friendly Interface.
* Multilingual Support.

**5. Methodology**

* **Python,html,flsk,js,jupiter**
* **Chatbotter**
* **numpy**
* **“Tenser flow or dialog flow or amazon lex”**