Forward Deployed Engineer

Overview

Financial institutions must collect KYC (Know Your Customer) information before allowing a customer to open an account or complete certain transactions. Today, this process is often performed manually—agents ask customers for identification documents, confirm personal details, and ensure that all required fields are captured.

Build a **multi-turn conversational chat bot** that guides a user through providing their KYC details. The agent should detect missing information, ask clarifying questions, and verify that the user supplies valid ID and address proof documents.

The required KYC fields are:

- **Name**, **Age**, **Address**

- **ID Proof** (Aadhaar, PAN card number, Voter ID EPIC code, Passport number)

- **Address Proof** (one of: Aadhaar, Telephone bill number, Electricity bill number)

Requirements

The agent must:

- Support multi-turn chat UI

- Recognize when a required KYC field is missing.

- Ask follow-up questions to collect missing details.

- Ask the user **which ID proof** they will provide, then request the corresponding number or code.

- Update KYC information to the database

Deliverables

- Demo of the system and executable codebase

- High level overview of the solution