

# BankBot Analytics Report

## Intent: account\_balance

Time	Query	Confidence
2026-01-09 16:58:05	"Check my personal loan status"	0.307
2026-01-09 16:45:00	how do i deposit cash in my account	0.217
2026-01-09 14:18:56	Account closure procedure	0.265
2026-01-09 14:18:22	what is my current balance	0.562
2026-01-09 14:17:11	Terminate my account	0.403
2026-01-09 14:05:46	display my account info	0.332
2026-01-09 14:05:07	show balance	0.457
2026-01-09 14:04:42	balance inquiry	0.457
2026-01-09 13:48:45	check my balance	0.807
2026-01-09 13:32:09	check my loan_eligibility	0.381
2026-01-09 13:13:19	nan	0.381

## Intent: greeting

Time	Query	Confidence
2026-01-09 16:05:36	loan_info	0.000
2026-01-09 14:09:42	pay bills online	0.000
2026-01-09 14:09:18	make a payment	0.000
2026-01-09 14:03:56	investment options	0.000
2026-01-09 14:02:35	home_loan info	0.000
2026-01-09 13:54:49	what is the weather?	0.000
2026-01-09 13:40:31	account_closure	0.000
2026-01-09 13:33:30	forgot_password	0.000
2026-01-09 13:21:33	card_request	0.000
2026-01-09 13:14:18	nan	0.000
2026-01-09 13:13:45	nan	0.000

## Intent: transfer\_money

Time	Query	Confidence
2026-01-09 14:21:01	transfer 500 to Alex	0.277

Time	Query	Confidence
2026-01-09 14:10:02	send cash	0.448
2026-01-09 13:49:23	"send money to my friend",	0.614

### Intent: loan\_eligibility

Time	Query	Confidence
2026-01-09 13:52:14	"loan eligibility check",	0.803
2026-01-09 13:51:22	"check loan eligibility",	0.803

### Intent: card\_request

Time	Query	Confidence
2026-01-09 14:19:59	How much credit do I have	0.190
2026-01-09 14:07:34	need a new card	0.784
2026-01-09 14:07:00	damaged card	0.400
2026-01-09 14:01:40	request a new debit card	0.868

### Intent: account\_opening

Time	Query	Confidence
2026-01-09 17:33:29	open a fixed_deposit for one year	0.337
2026-01-09 17:02:52	open a fixes deposit for one year	0.306
2026-01-09 14:03:04	open a new account	0.803

### Intent: branch\_location

Time	Query	Confidence
2026-01-09 14:06:21	tell me a joke	0.306

### Intent: loan\_request

Time	Query	Confidence
2026-01-09 16:01:48	apply cheque book	0.320
2026-01-09 14:19:20	Track my loan request	0.633

Time	Query	Confidence
2026-01-09 14:07:56	apply for credit card	0.665

### Intent: forgot\_password

Time	Query	Confidence
2026-01-09 14:08:47	help with password	0.324

### Intent: credit\_score

Time	Query	Confidence
2026-01-09 14:16:00	"What is my credit card limit?"	0.389

### Intent: interest\_rates

Time	Query	Confidence
2026-01-09 16:57:50	What is USD to INR rate today?"	0.211
2026-01-09 14:17:42	Loan progress	0.344

### Intent: "mobile\_banking",

Time	Query	Confidence
2026-01-09 16:47:29	bank app is not working on my phone	0.369

### Intent: "account\_statement",

Time	Query	Confidence
2026-01-09 16:47:50	i want my account statement for last month	0.353

### Intent: fund\_transfer",

Time	Query	Confidence
2026-01-09 16:51:07	Give me some tips to save money"	0.292

## Intent: complaint

Time	Query	Confidence
2026-01-09 16:59:34	"How can I reach customer support?"	0.627
2026-01-09 16:58:15	"How can I reach customer support?"	0.627
2026-01-09 16:51:18	I need to contact customer support	0.619