BankBot Analytics Report

Intent: greeting

Time	Query	Confidence
2026-01-09 13:21:33	card_request	0.000
2026-01-09 13:33:30	forgot_password	0.000
2026-01-09 13:40:31	account_closure	0.000
2026-01-09 13:54:49	what is the weather?	0.000
2026-01-09 14:02:35	home_loan info	0.000
2026-01-09 14:03:56	investment options	0.000
2026-01-09 14:09:18	make a payment	0.000
2026-01-09 14:09:42	pay bills online	0.000
2026-01-09 16:05:36	loan_info	0.000
2026-01-11 14:45:56	explain python	0.000
2026-01-11 14:48:09	explain python	0.000
2026-01-11 16:03:55	explain python	0.064

Intent: account_balance

Time	Query	Confidence
2026-01-09 13:32:09	check my loan_eligibility	0.381
2026-01-09 13:48:45	check my balance	0.807
2026-01-09 14:04:42	balance inquiry	0.457
2026-01-09 14:05:07	show balance	0.457
2026-01-09 14:05:46	display my account info	0.332
2026-01-09 14:17:11	Terminate my account	0.403
2026-01-09 14:18:22	what is my current balance	0.562
2026-01-09 14:18:56	Account closure procedure	0.265
2026-01-09 16:45:00	how do i deposit cash in my account	0.217
2026-01-09 16:58:05	"Check my personal loan status"	0.307
2026-01-11 14:47:55	How can I find my balance details?	0.509
2026-01-11 15:12:08	check my account balance	0.759
2026-01-11 16:02:00	Which account balance is active?	0.154
2026-01-11 16:16:27	check my balance	0.228

Intent: transfer_money

Time	Query	Confidence
2026-01-09 13:49:23	"send money to my friend",	0.614
2026-01-09 14:10:02	send cash	0.448
2026-01-09 14:21:01	transfer 500 to Alex	0.277
2026-01-09 20:27:38	Send ■2000 to my friend"	0.282

Intent: loan_eligibility

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

Intent: card_request

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

Intent: account_opening

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

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 14:07:56	apply for credit card	0.665

Time	Query	Confidence
2026-01-09 14:19:20	Track my loan request	0.633
2026-01-09 16:01:48	apply cheque book	0.320
2026-01-09 20:30:00	What documents are required for loan?"	0.368

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

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
2026-01-11 14:45:33	I want to transfer money	0.684
2026-01-11 15:20:29	i want to transfer money	0.684

Intent: complaint

Time	Query	Confidence
2026-01-09 16:51:18	I need to contact customer support	0.619
2026-01-09 16:58:15	"How can I reach customer support?"	0.627
2026-01-09 16:59:34	"How can I reach customer support?"	0.627
2026-01-11 16:02:15	what is python?	0.063
2026-01-11 16:02:16	what is python?	0.063

Intent: atm_block

Time	Query	Confidence
2026-01-09 20:30:23	Is net banking available 24/7?"	0.190
2026-01-10 20:28:51	what is deep learning	0.490
2026-01-10 20:28:58	what is deep learning	0.490
2026-01-11 14:46:14	what is python?	0.244
2026-01-11 15:16:13	"What is the weather today?"	0.187

Intent: LLM

Time	Query	Confidence
2026-01-11 14:15:22	forgot_password	1.000
2026-01-11 14:15:46	"Yes! Visit our website for monthly exclusive credit card deals and offers."	1.000

Intent: goodbye

Time	Query	Confidence
2026-01-11 15:11:51	Where do I see my account amount?	0.277

Intent: Fallback

Time	Query	Confidence
2026-01-11 15:20:42	explain python	0.000
2026-01-11 15:24:23	i want to transfer money	0.000
2026-01-11 15:24:36	explain python	0.000
2026-01-11 15:24:47	Where can I view my account balance?	0.000

Intent: loan_status

Time	Query	Confidence
2026-01-13 15:12:32	What is my remaining balance?	0.326
2026-01-13 18:13:18	What is my remaining balance?	0.326
2026-01-13 18:32:09	check my account balance	0.459
2026-01-13 18:32:43	loan_requests	0.000
2026-01-13 18:47:51	Hello! I want to check my balance	0.356
2026-01-13 20:32:08	what is my balance	0.374
2026-01-16 13:58:10	check my balance	0.525
2026-01-16 14:07:50	Hello! I want to check my balance	nan
2026-01-16 14:12:18	check my balance	nan
2026-01-16 14:12:20	check my balance	nan
2026-01-16 14:56:04	What is my total balance?	nan
2026-01-16 14:58:13	what is my total balance	nan
2026-01-16 15:07:36	what is my account balance	nan
2026-01-16 17:49:47	How can I check my account balance?	0.511
2026-01-18 12:39:15	What is my total balance?	0.326

Intent: bank_charges

Time	Query	Confidence
2026-01-13 18:32:23	Which account balance is updated?	0.208

Intent: savings_tips

Time	Query	Confidence
2026-01-13 18:48:05	transfer money	0.337
2026-01-16 18:08:53	transfer money	nan

Intent: unknown

Time	Query	Confidence
2026-01-16 15:07:10	hi	nan
2026-01-16 15:07:24	account_balance	nan

Intent: credit_limit

Time	Query	Confidence
2026-01-16 15:25:12	How do I see my savings balance?	nan