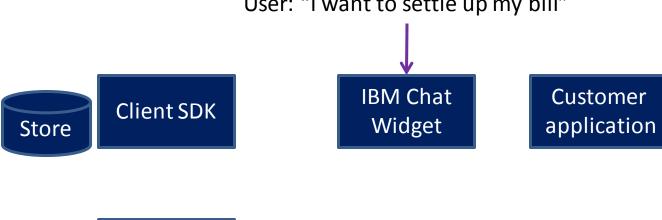
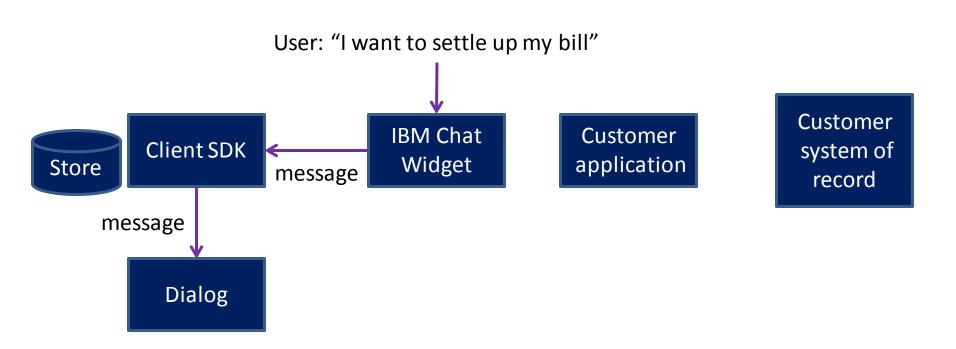
User: "I want to settle up my bill"

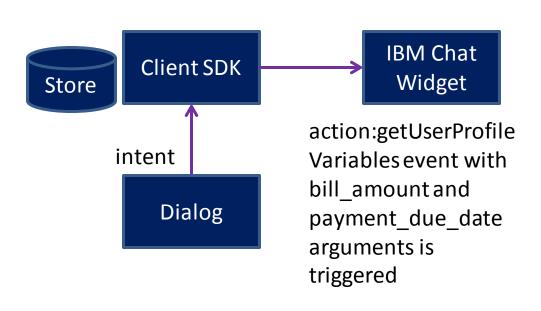


Customer system of record

Dialog



intent = Make a payment



Customer application

Store Client SDK

Dialog

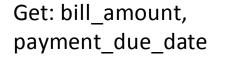
IBM Chat Widget Customer application

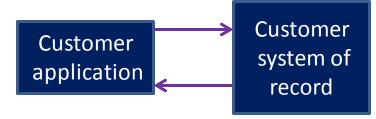
action:getUserProfile Variables event with bill_amount and payment_due_date arguments is triggered I am listening for this event. I will get the requested info



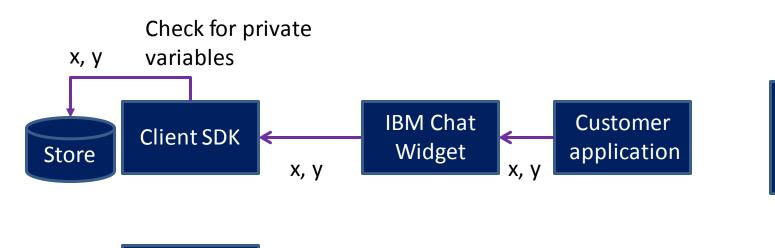
Dialog





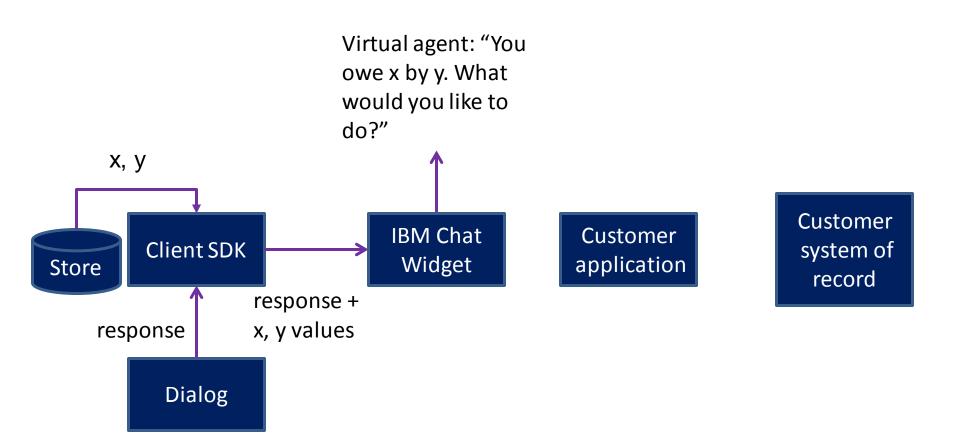


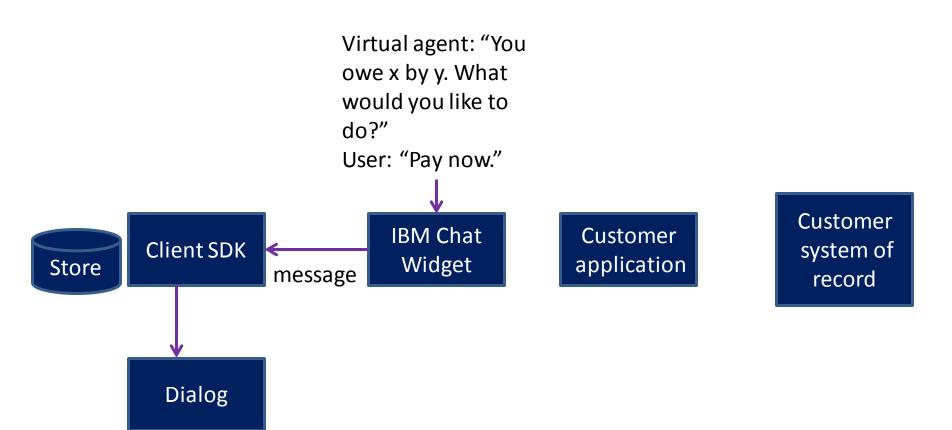
bill_amount = x
payment_due_date
= y

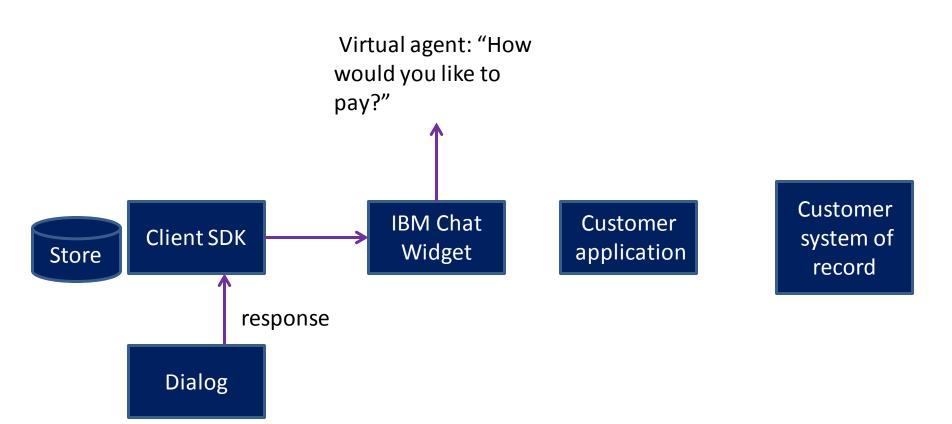


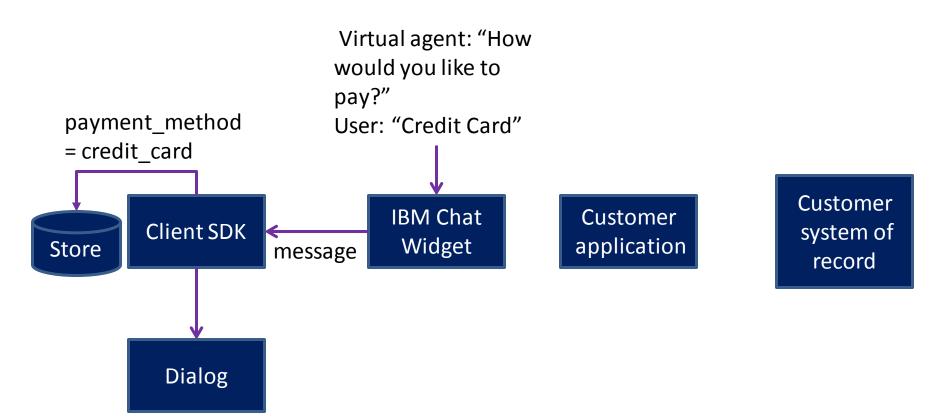
Customer system of record

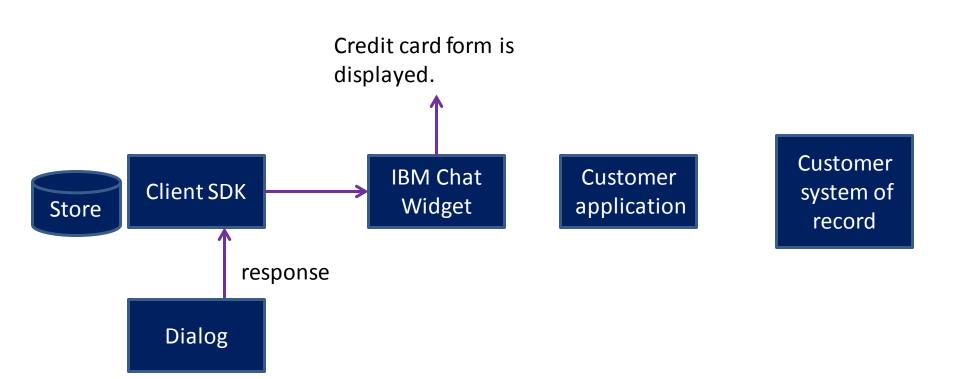
Dialog

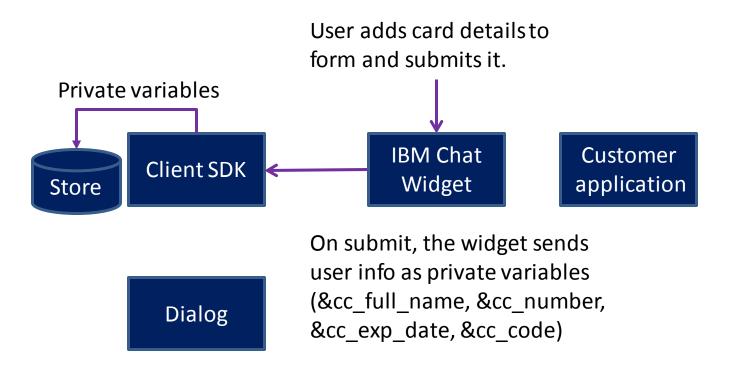




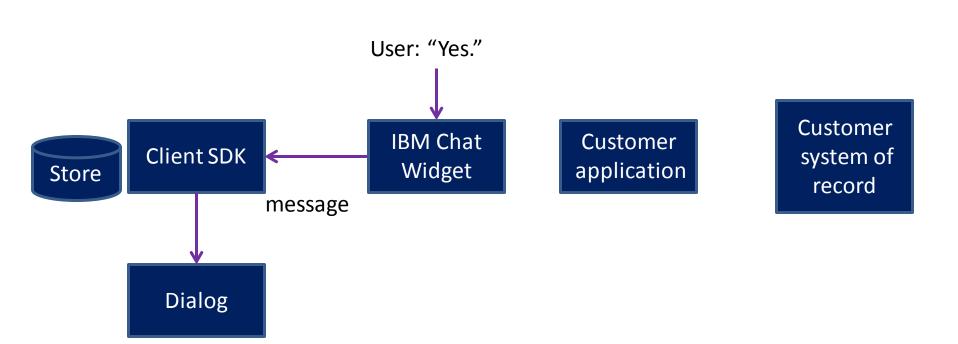


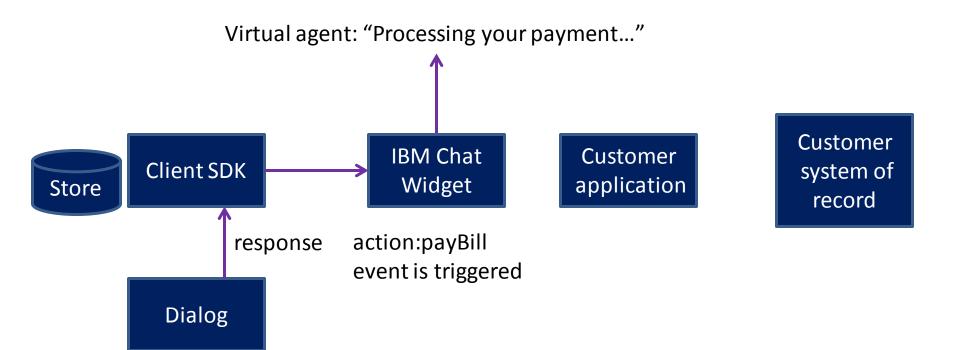






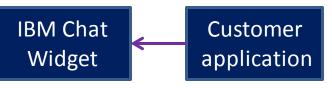
Virtual agent: "You will be paying x using your card "+ &cc_number as "XXXXXXXXXXXXnnnn." Customer **IBM Chat** Customer Client SDK system of Widget application Store record response Dialog







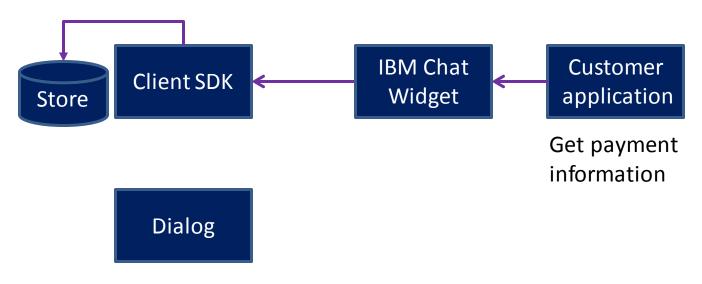
Dialog



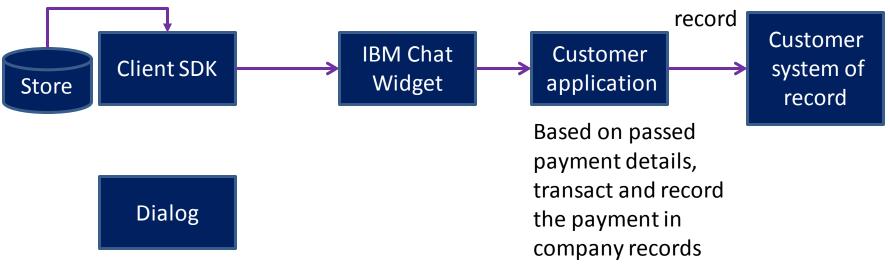
action:payBill event is triggered

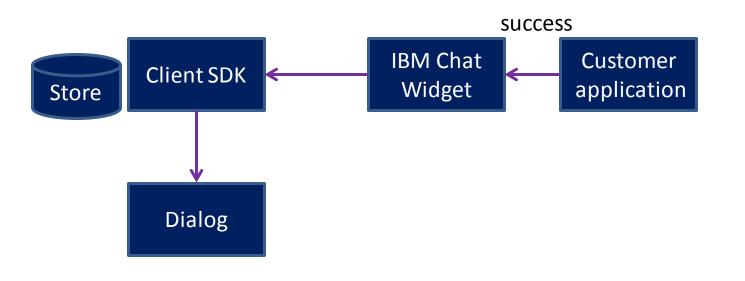
I am listening for this event. I will get payment info from the profile and transact the payment on my end.

Get payment type and credit card values from variables that are stored in the SDK profile store in web browser

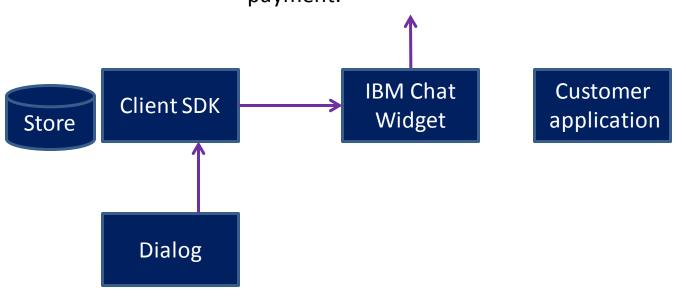


payment type, cc variable values

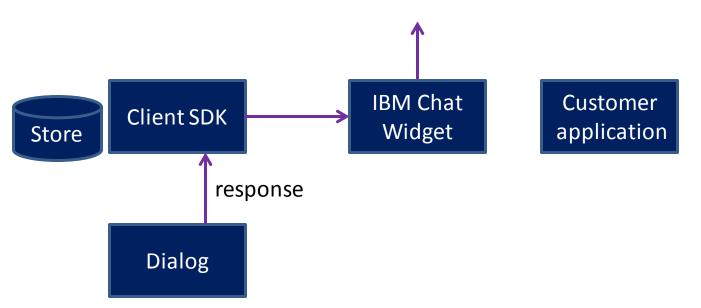


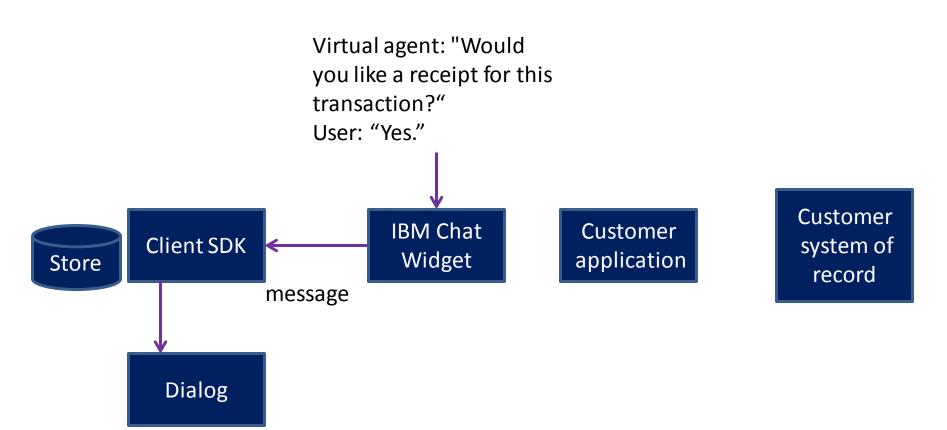


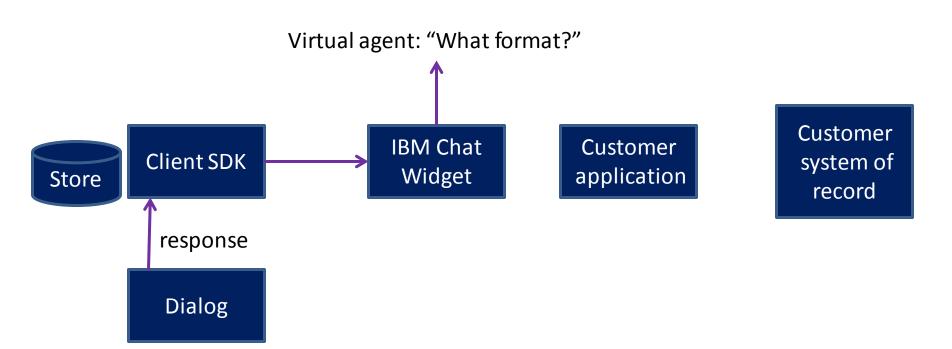
Virtual agent: "The payment has been processed. Thanks for your payment."



Virtual agent: "Would you like a receipt for this transaction?"



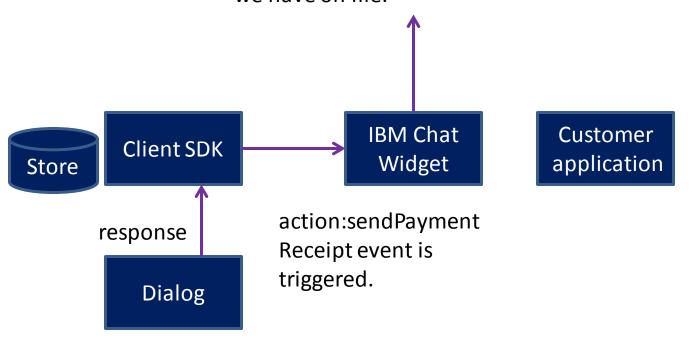




Virtual agent: "What format?" User: "Email." **IBM Chat** Customer Client SDK Widget application Store record

Dialog

Customer system of Virtual agent: "The payment receipt will be sent to your email address we have on file."





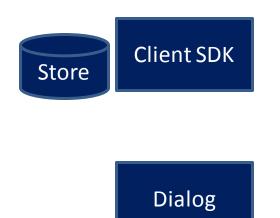
IBM Chat
Widget

Customer
application

Customer system of record

Dialog

action:sendPayment Receipt event is triggered. I am listening for this event. I will start email process.





email process.

