

User: "I want to settle up my bill"



Client SDK

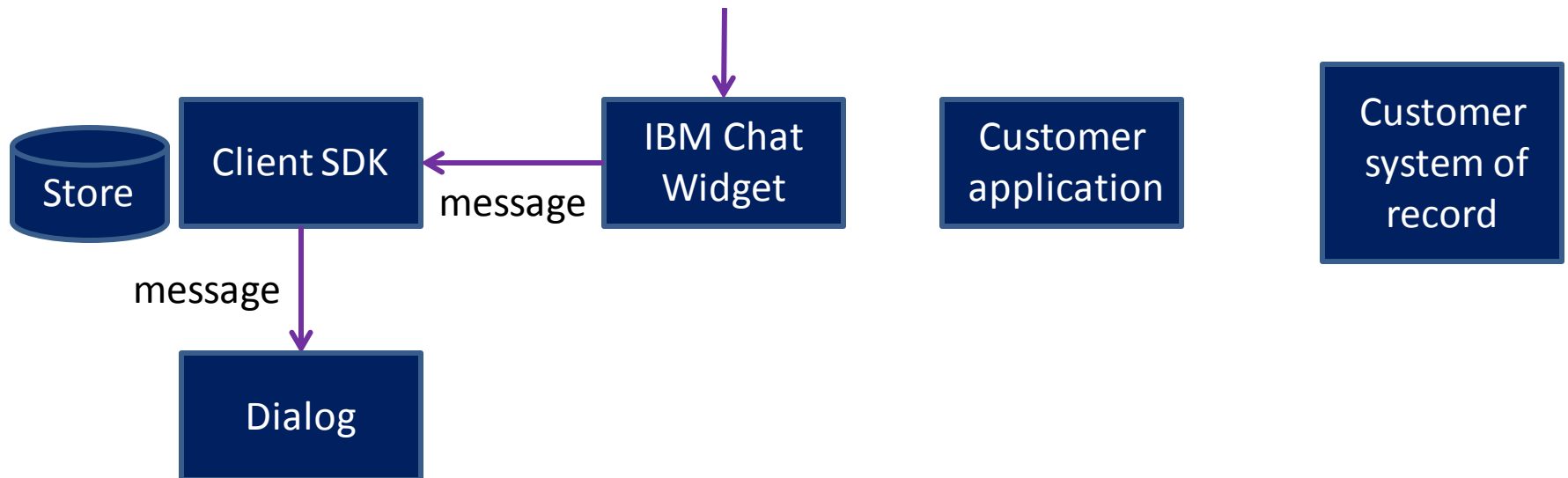
IBM Chat
Widget

Customer
application

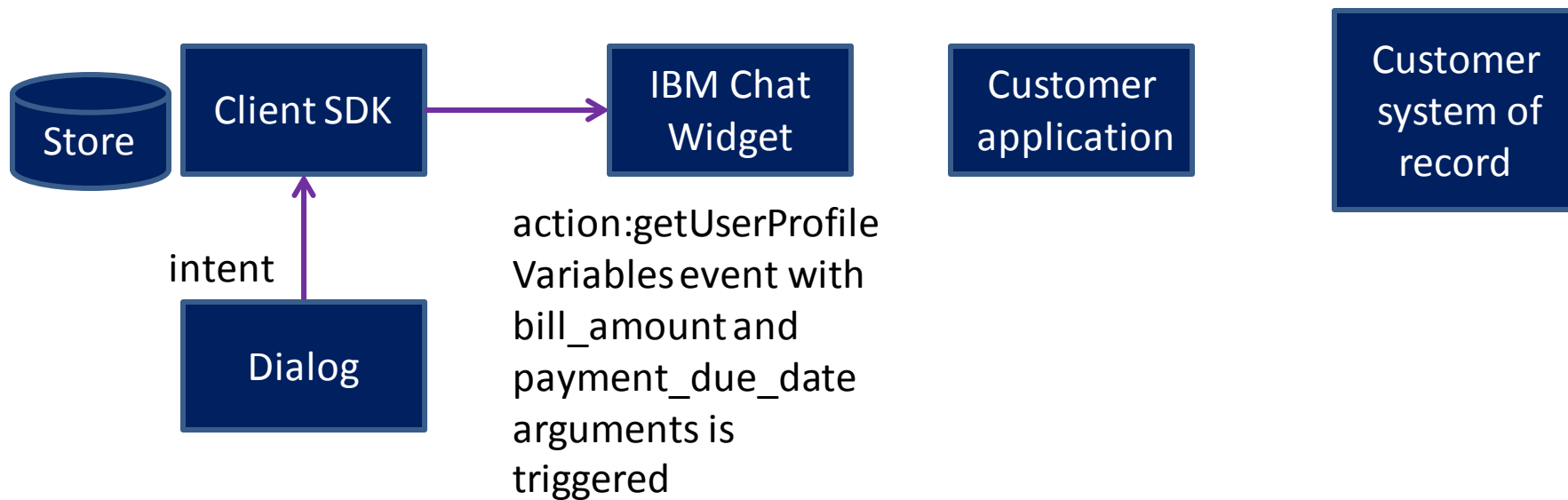
Customer
system of
record

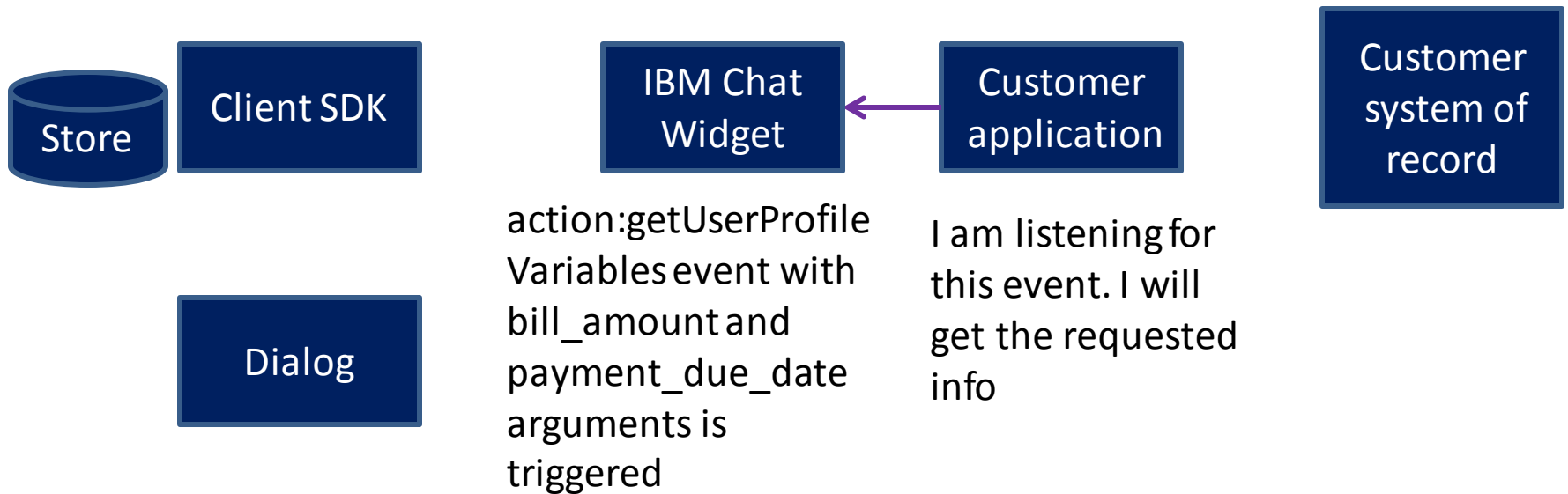
Dialog

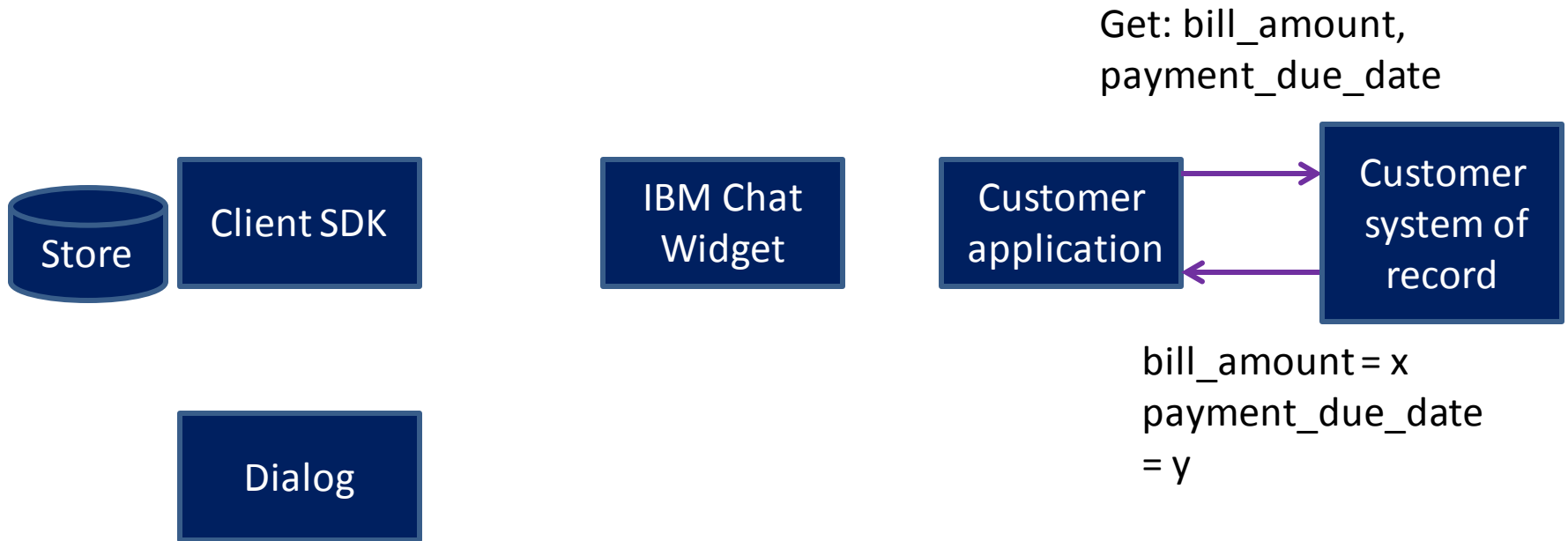
User: "I want to settle up my bill"

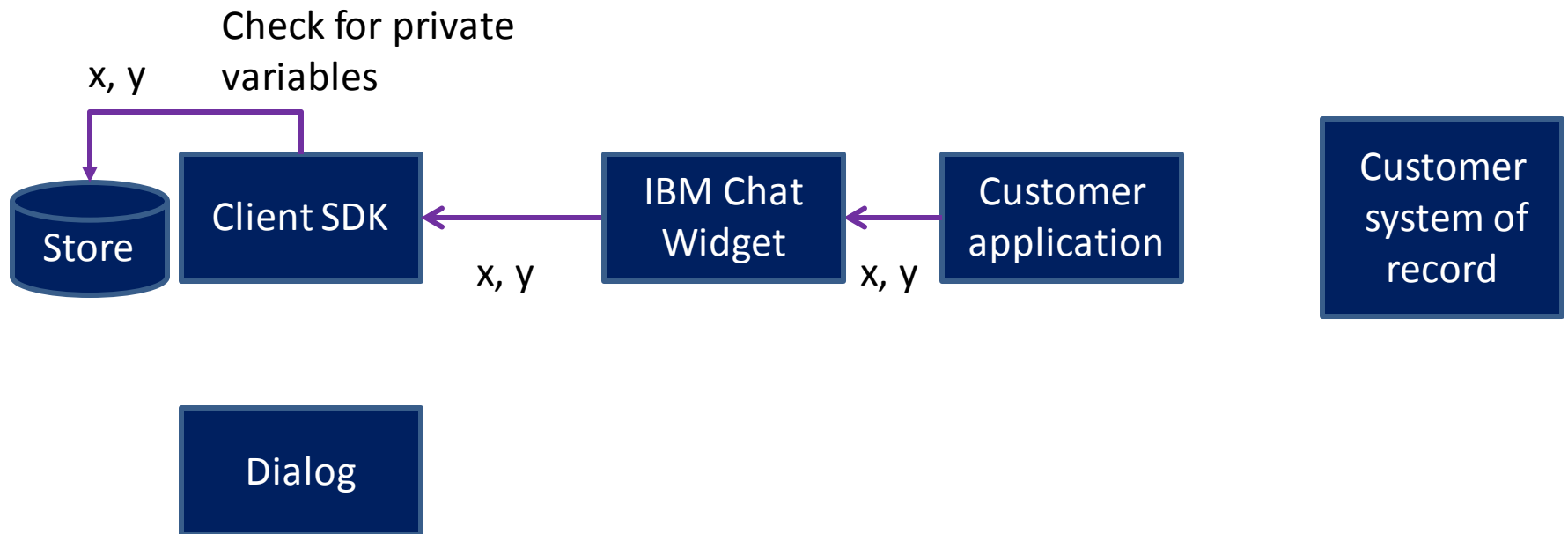


intent = Make a payment

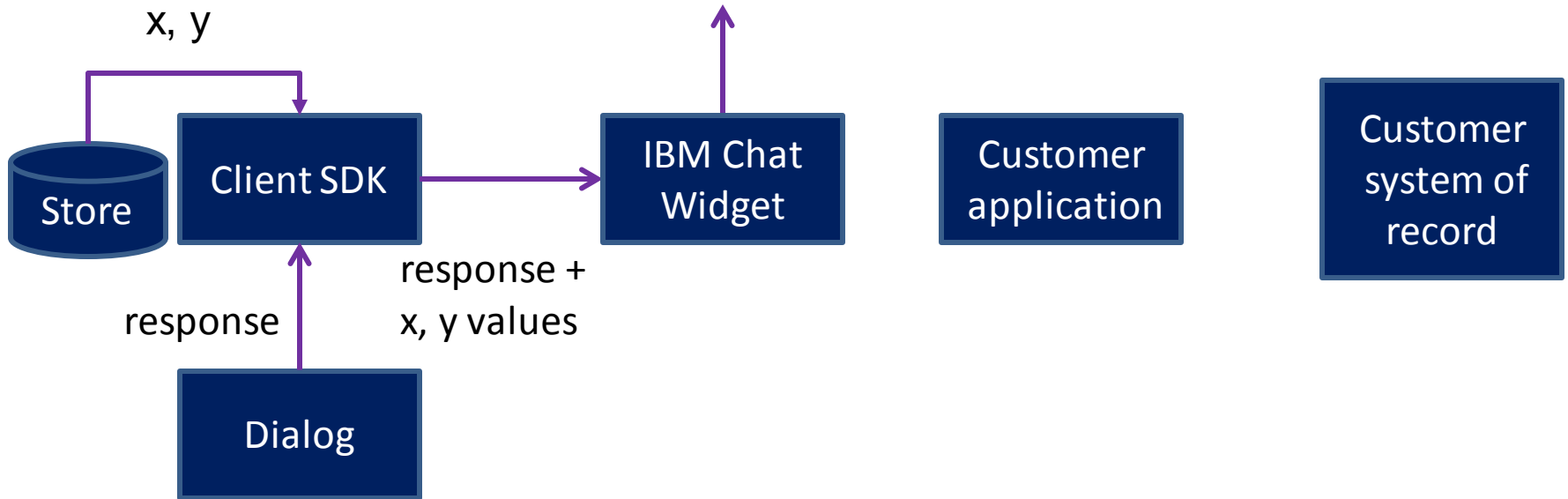






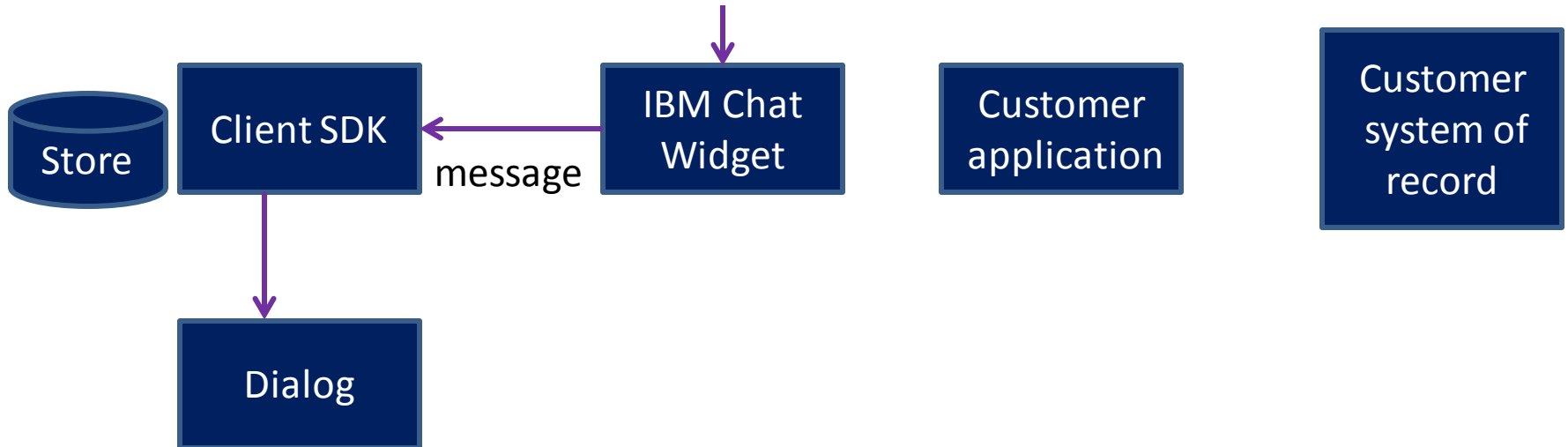


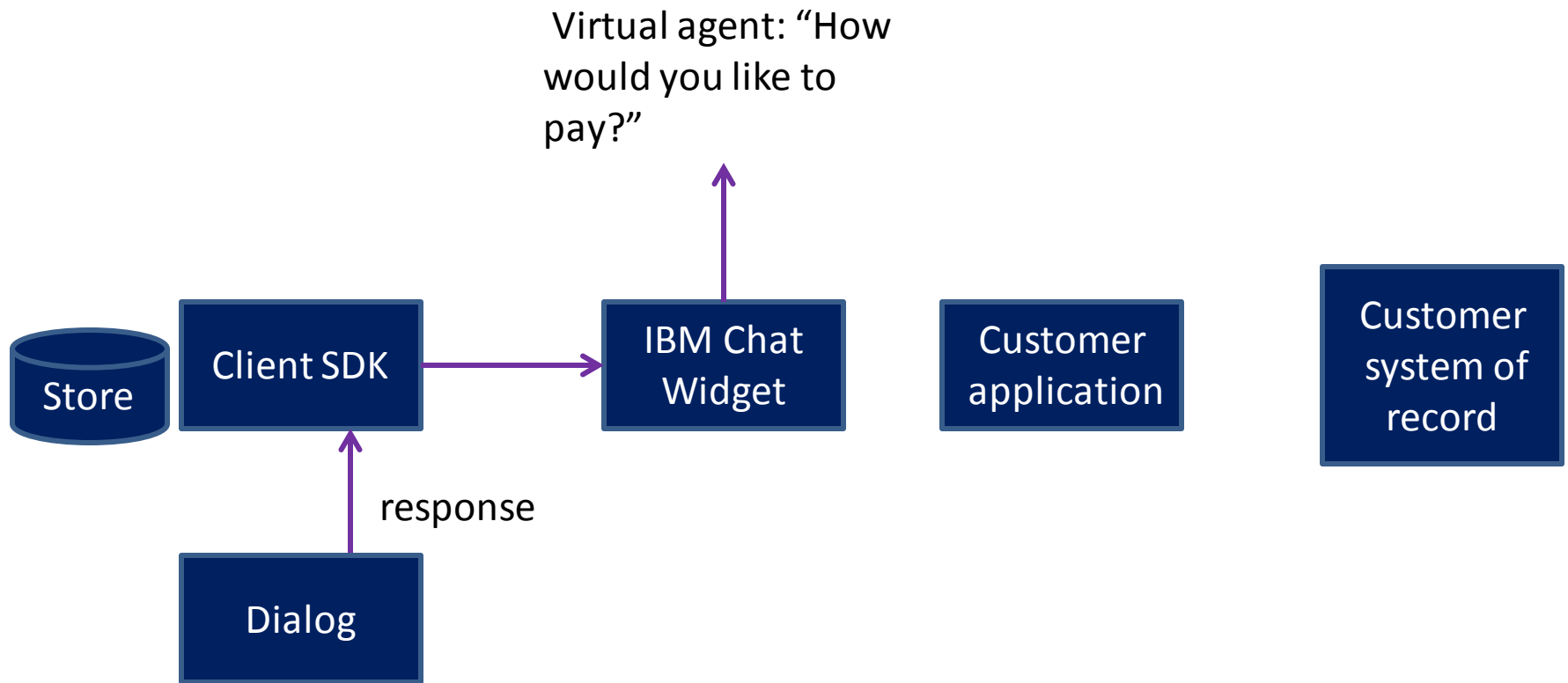
Virtual agent: “You owe x by y. What would you like to do?”

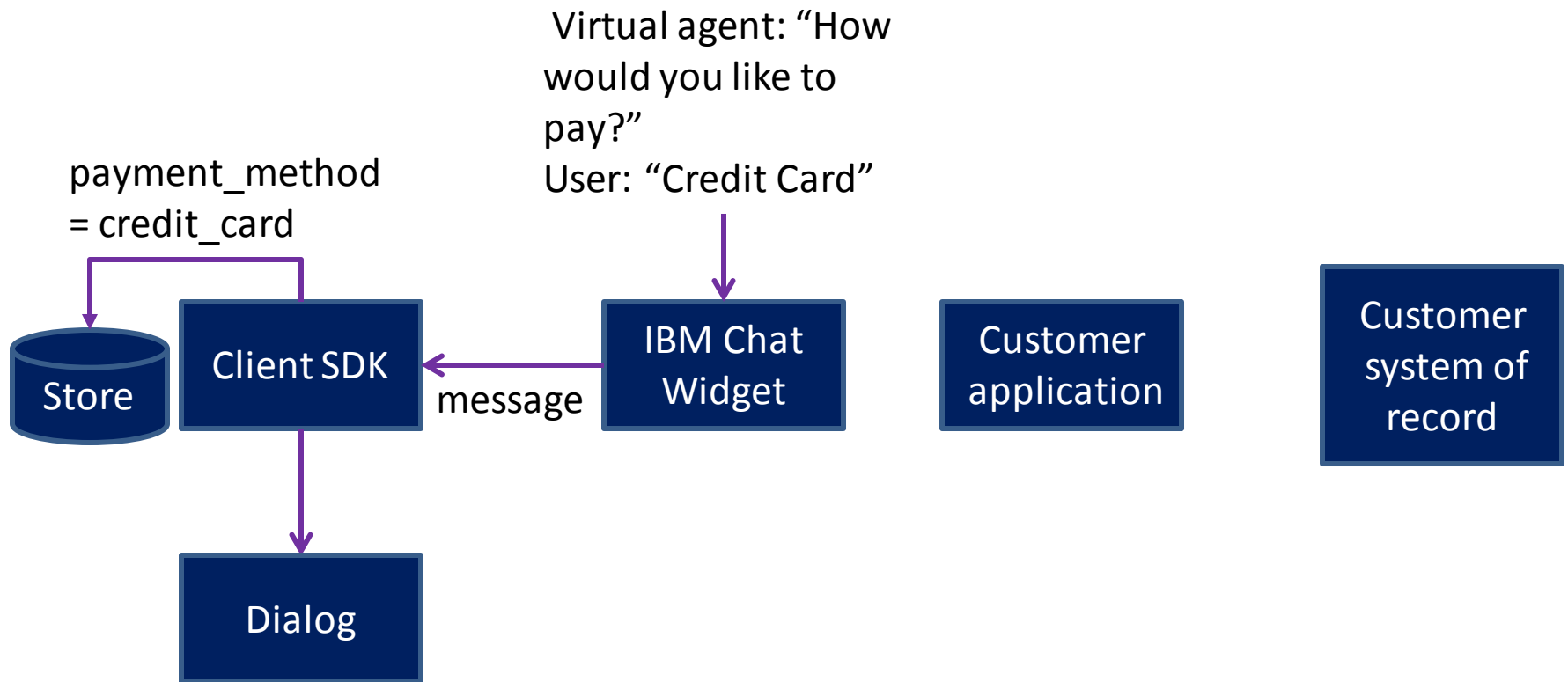


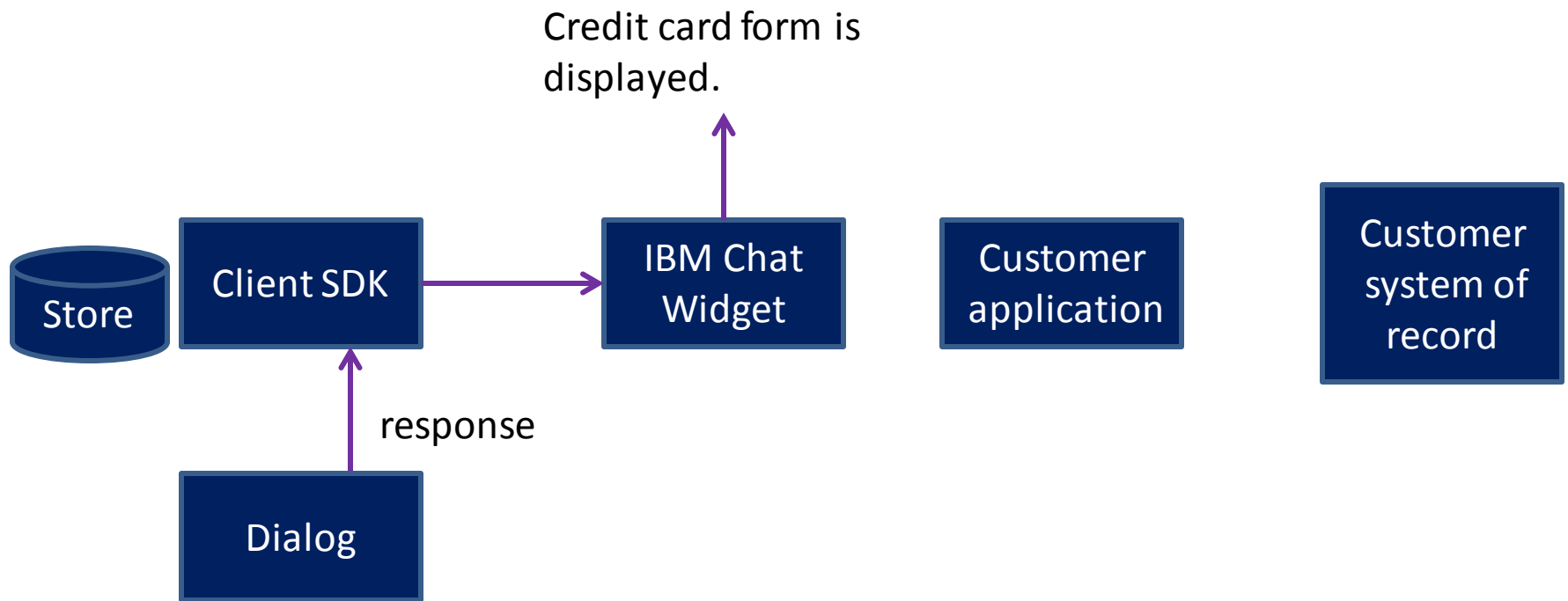
Virtual agent: "You owe x by y. What would you like to do?"

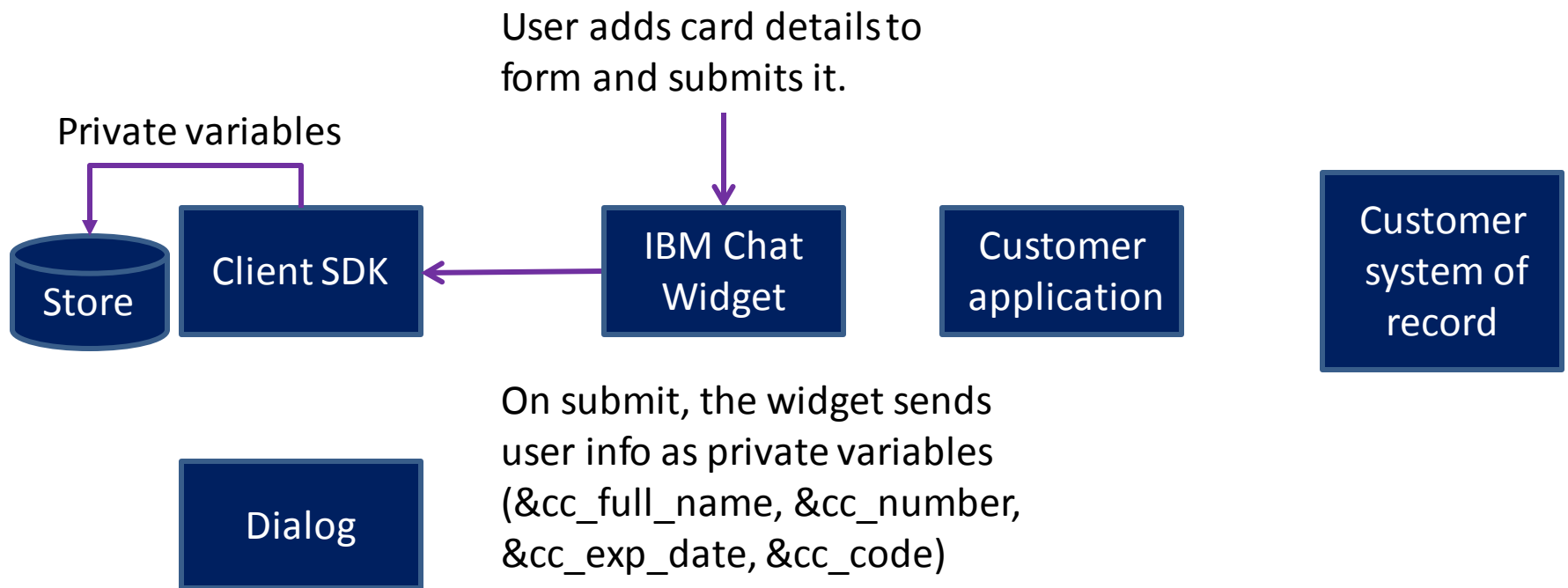
User: "Pay now."



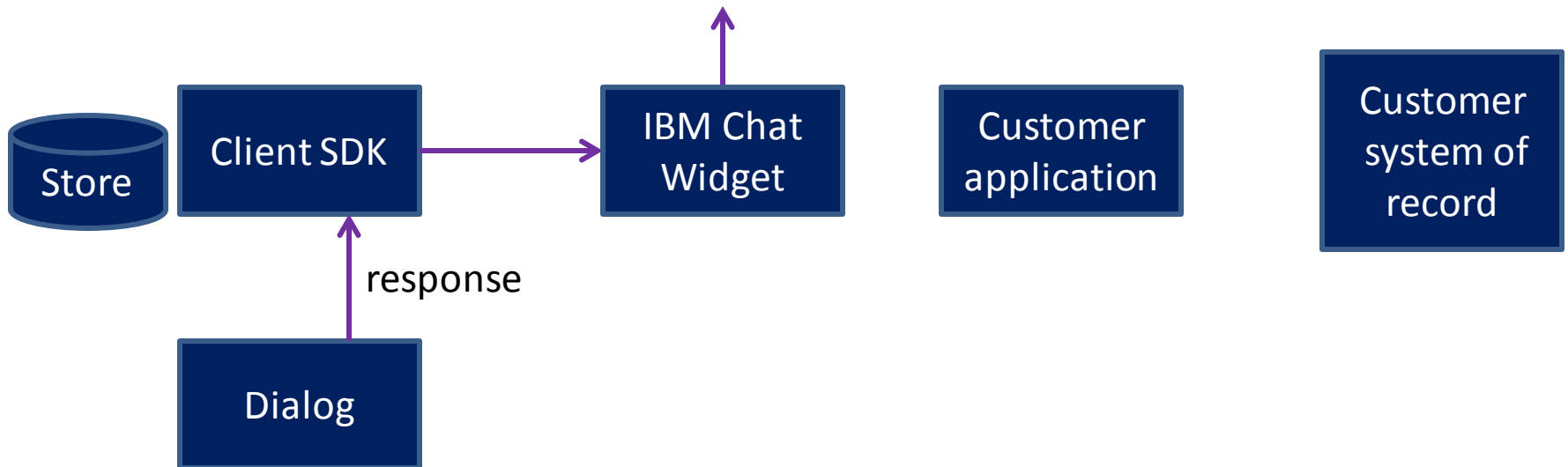


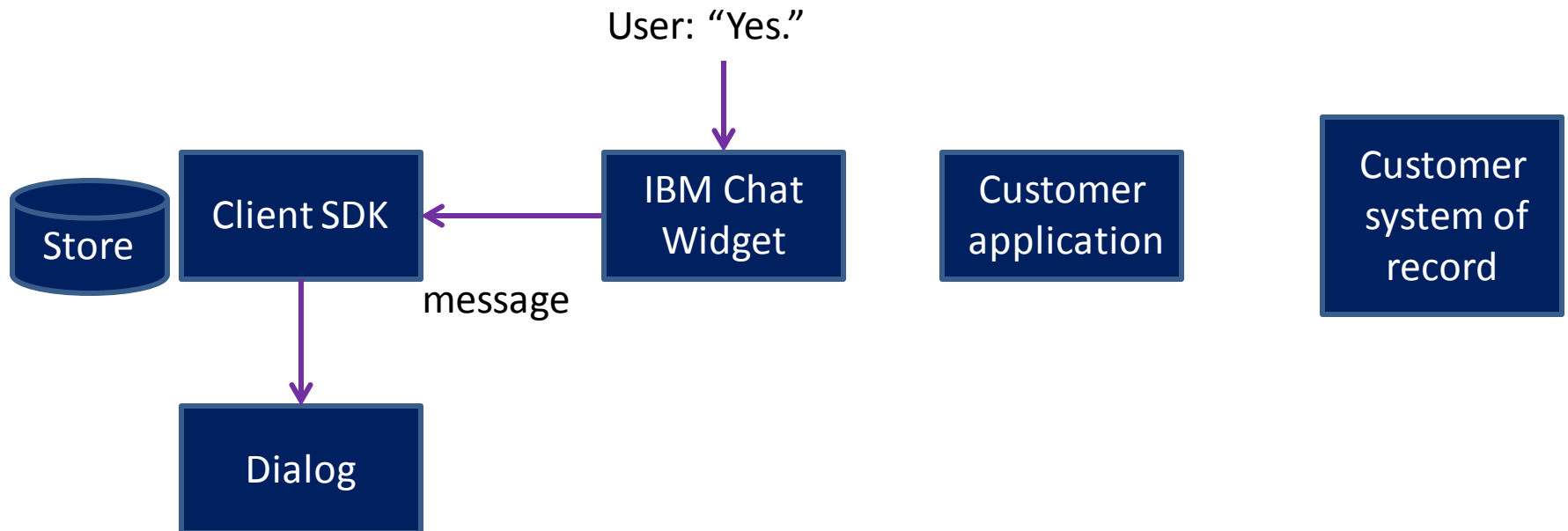




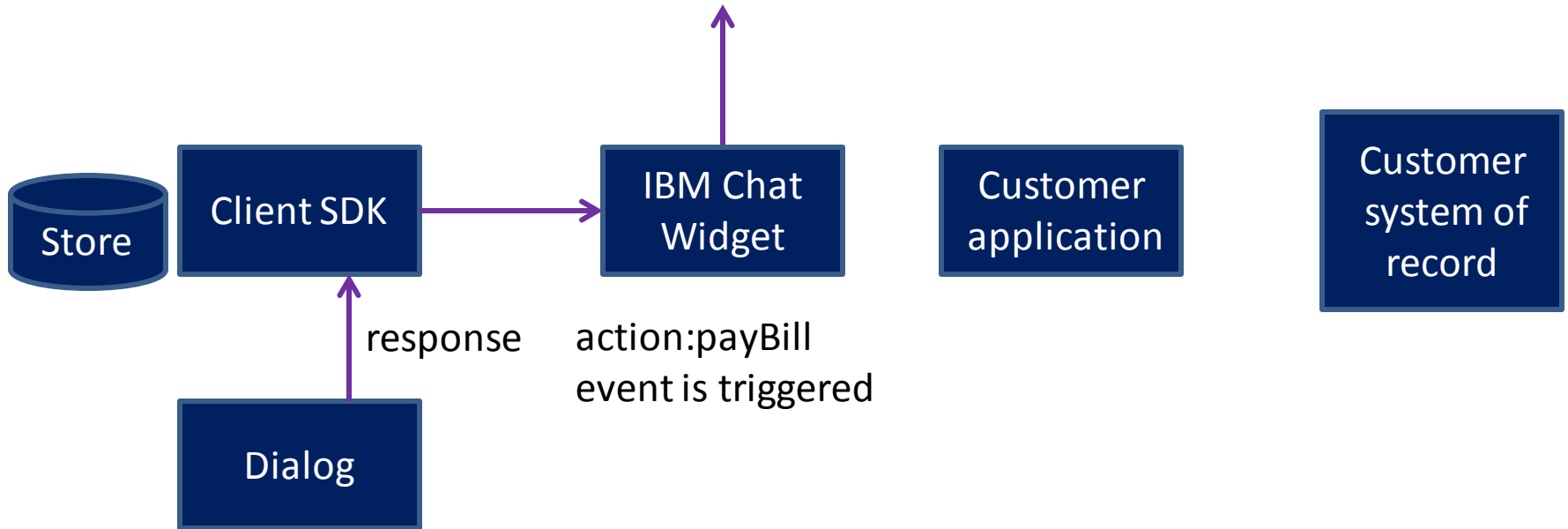


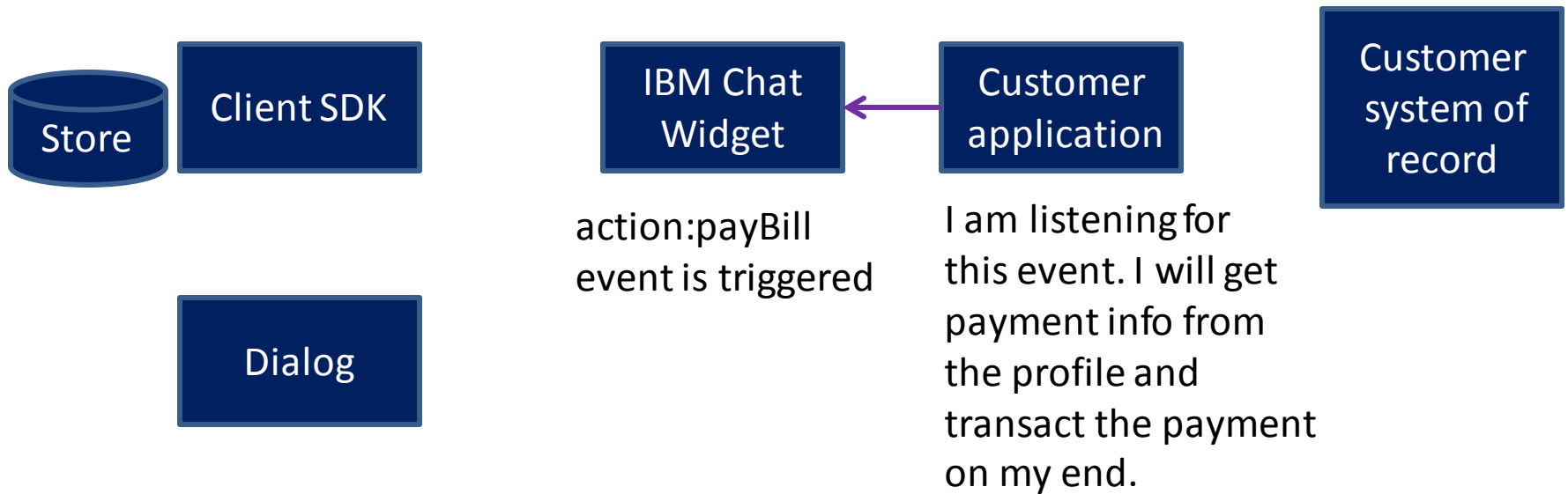
Virtual agent: "You will be
paying x using your card " +
&cc_number as
"XXXXXXXXXXXXnnnn."



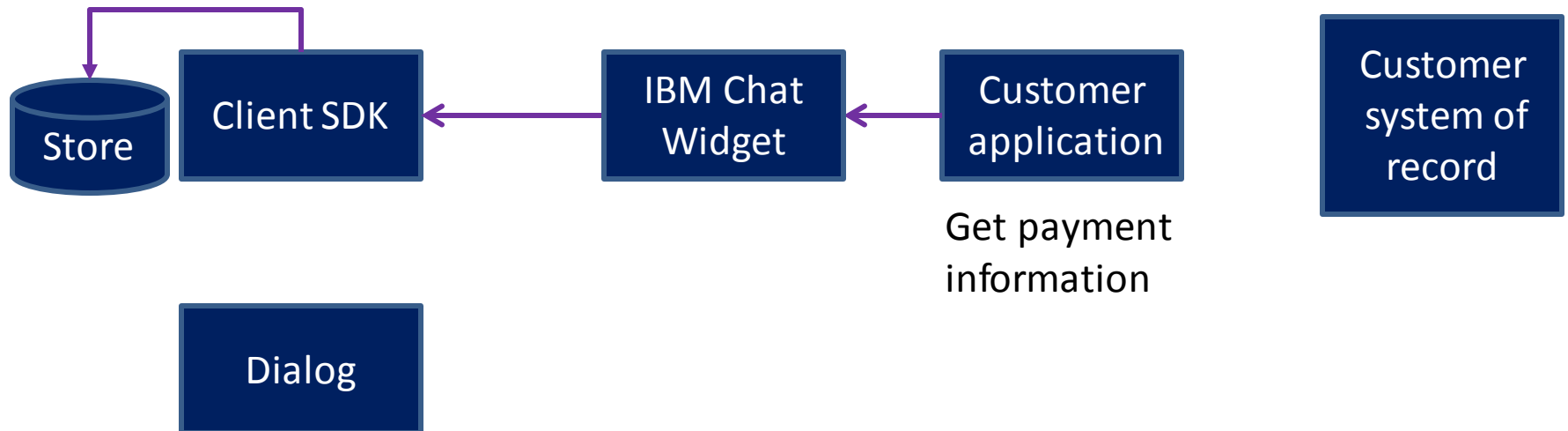


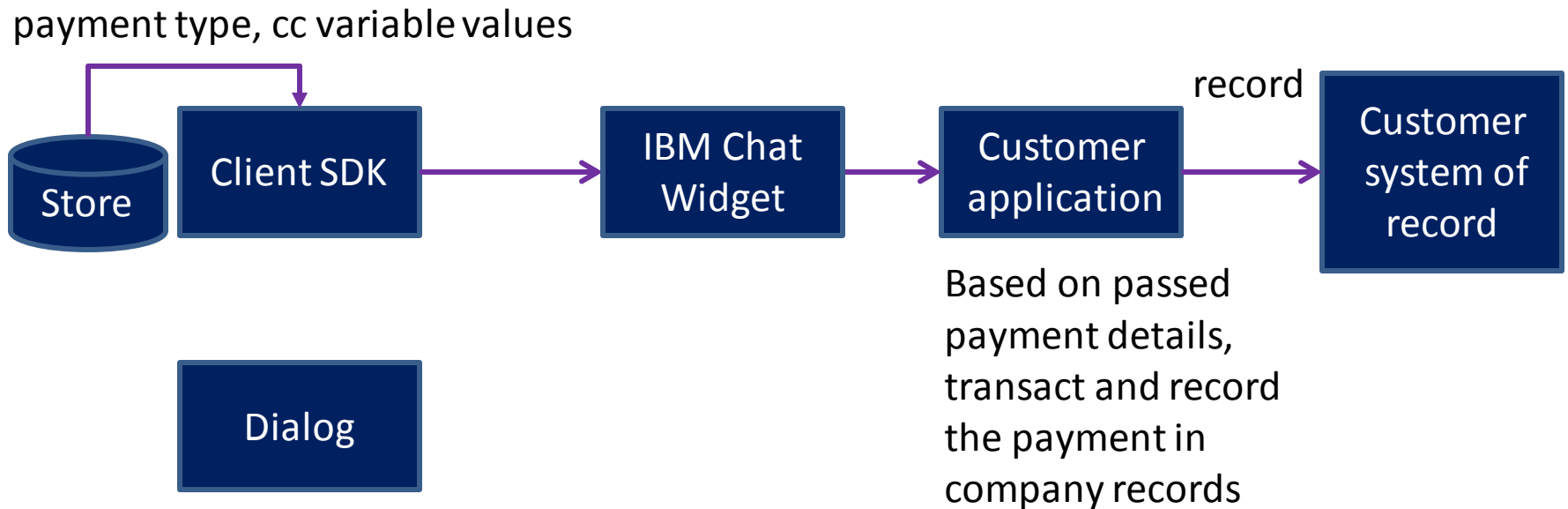
Virtual agent: "Processing your payment..."

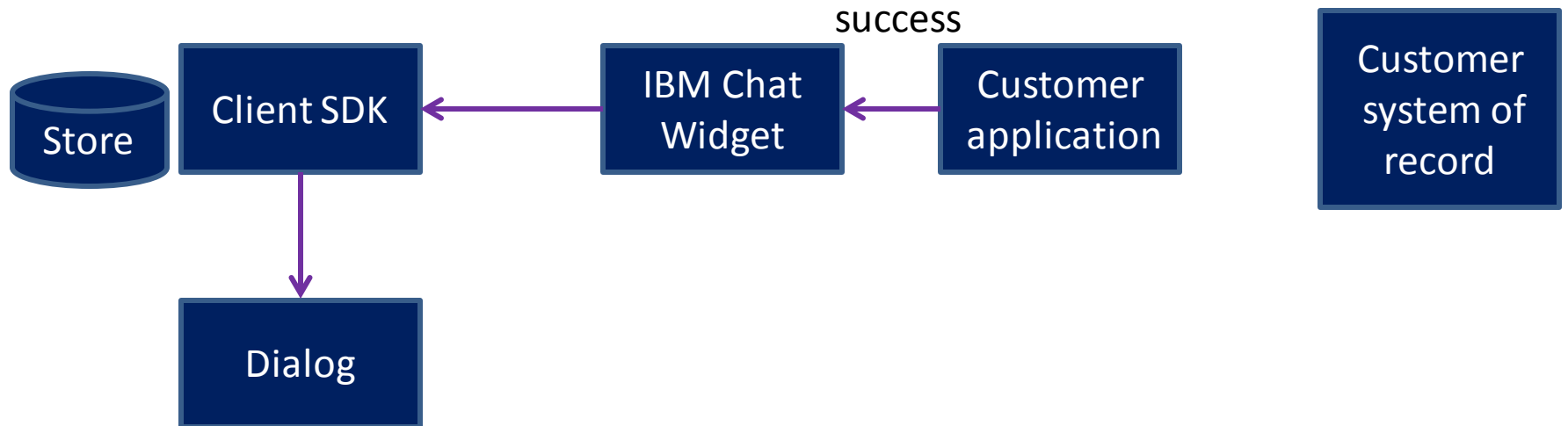




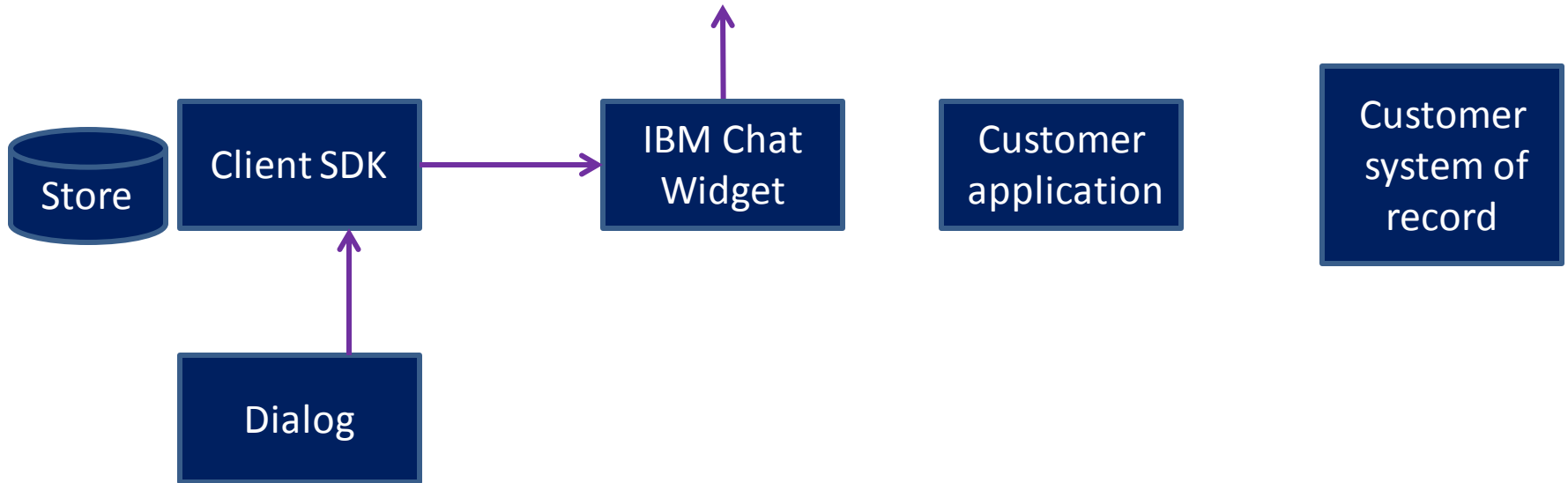
Get payment type and credit card values from variables that are stored in the SDK profile store in web browser

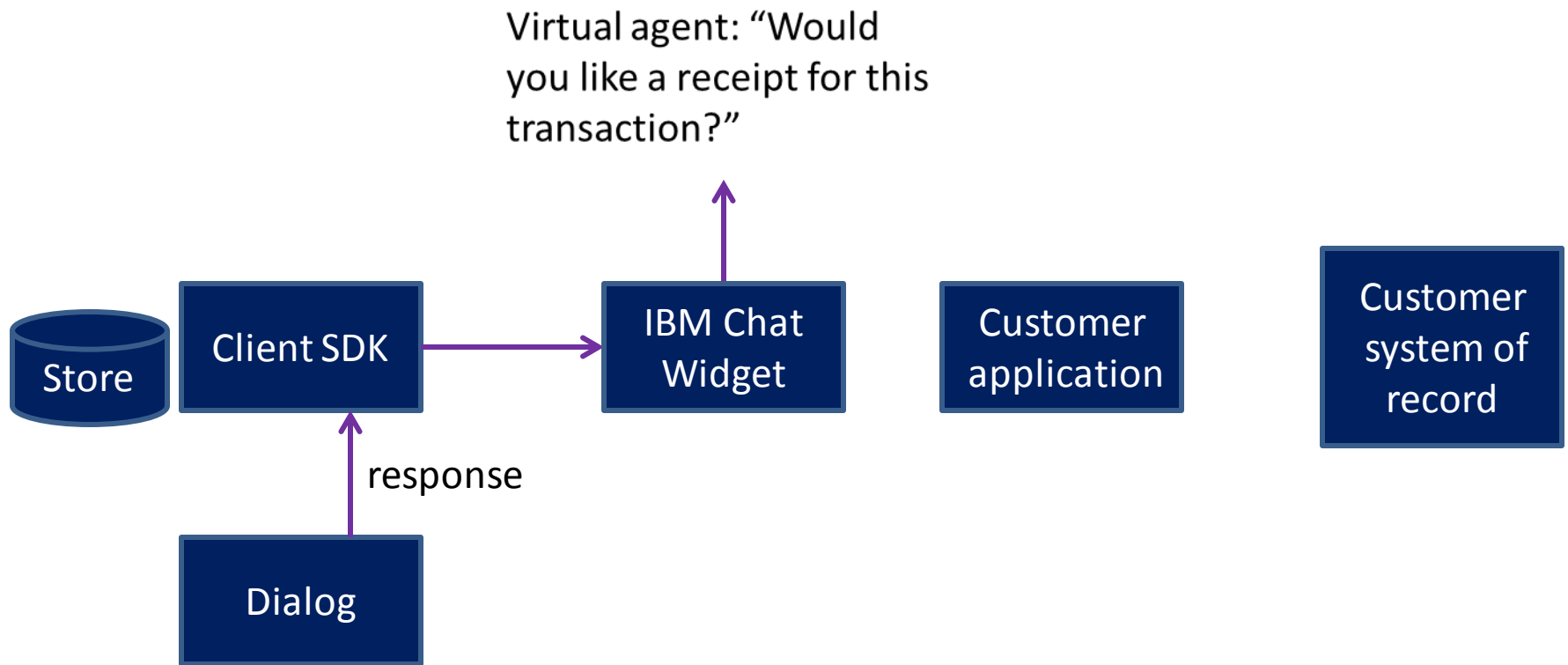




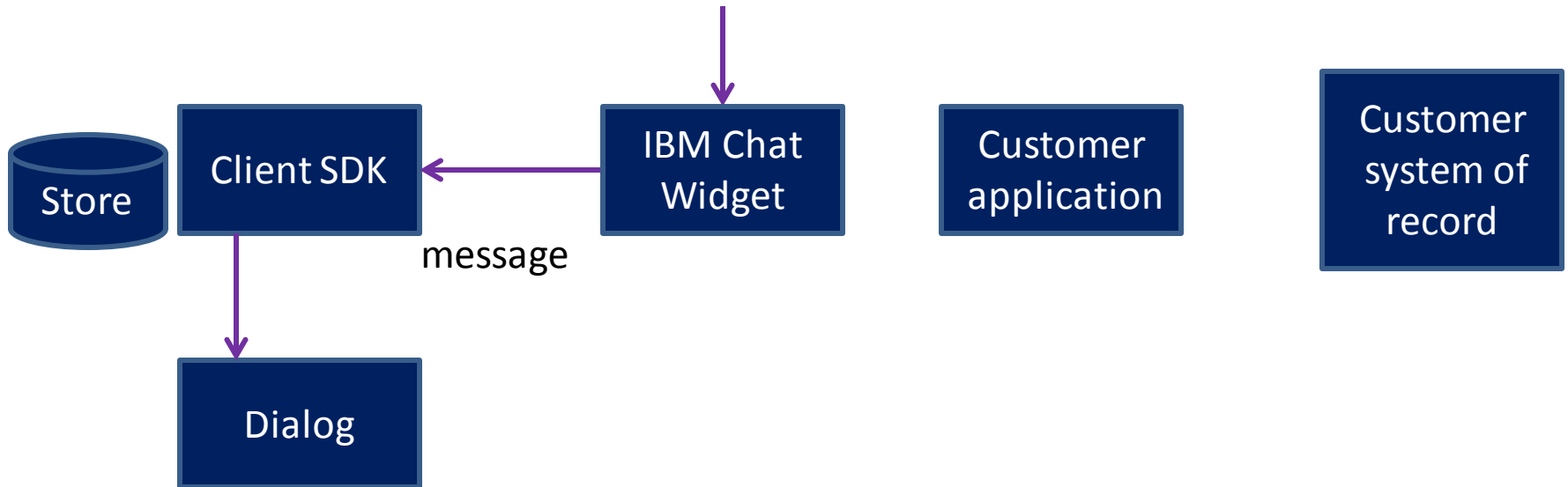


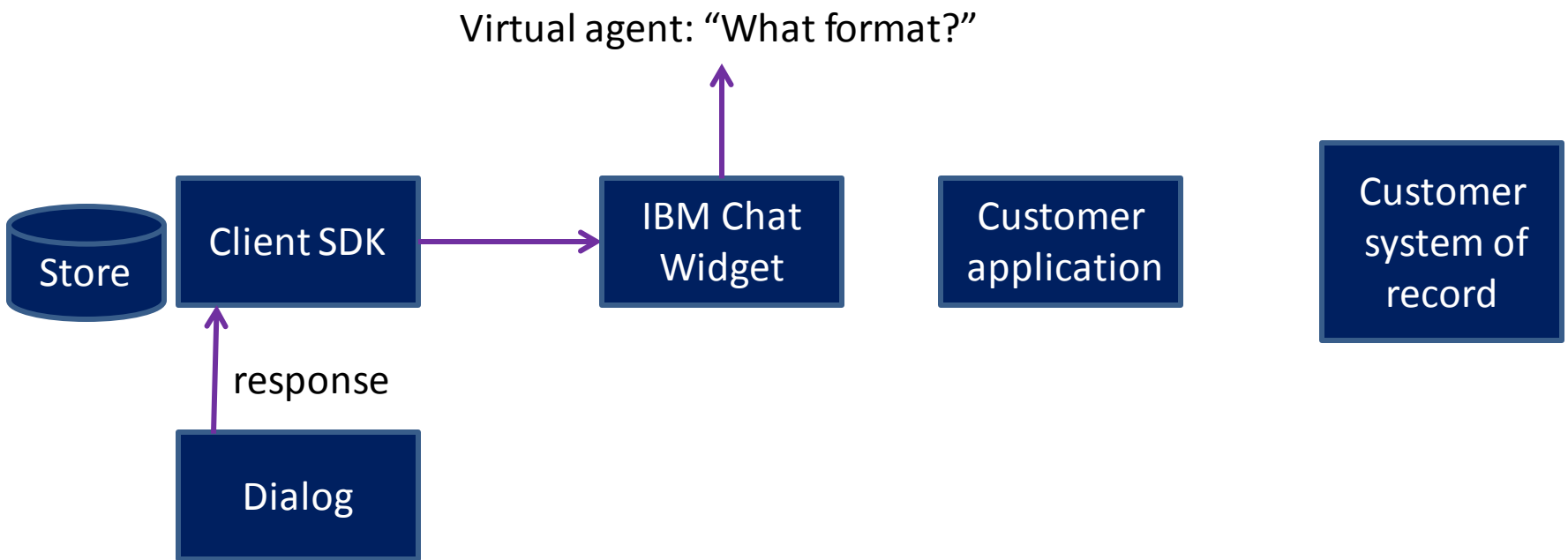
Virtual agent: “The payment has been processed. Thanks for your payment.”



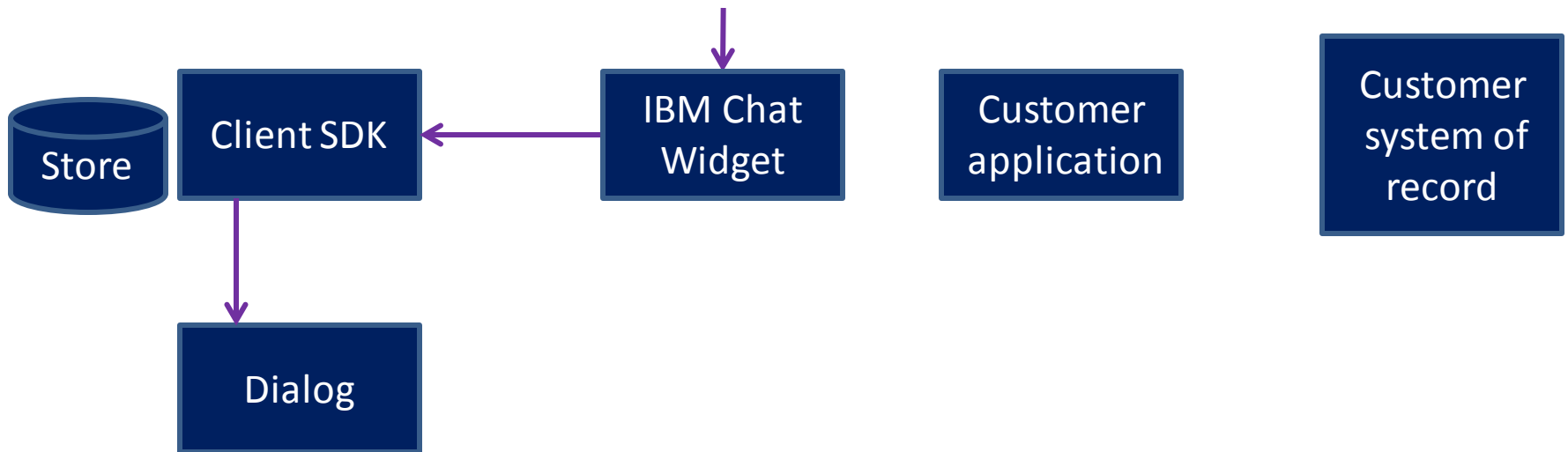


Virtual agent: "Would
you like a receipt for this
transaction?"
User: "Yes."





Virtual agent: "What format?"
User: "Email."



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

