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## Introduction

The main goal of creating this chatbot was to allow the user to operate and enquire about his/her bank details without going through many hassles. We have created a responsive chatbot where the user will be able to handle banking services with absolute ease. We have included all the possible queries that a user requires to go through bank services. We maintain data integrity and collect very minimal and the most essential details through this bot. The chatbot displays various banking services.

## Design process and methods

This project uses LEX from AWS services and it has been integrated with **Kommunicate** (third-party website) and **Facebook**.

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## Prototype

The project includes various intents and slots created for the smooth functioning.

This intent follows a sequence of slots through which the details regarding the order is collected. The first question asked is “With what banking services can we assist you with?” .

Then the user is asked to enter the desired banking services.

They were then asked about the particular banking service they wanted to know about.







And then the desired details for their query will be answered in a very convenient manner for them.

Number of intents used: 16

Some of them are 1. Account balance 2. Account services 3. Fastag 4. Banking products 5. Card blocking 6. Cheque Status 7. Complaint 8. Contact

## Evaluating the chatbot

In order to confirm the required query the user provides a number intended for that particular service.

1. Account Services (Acc)  /\*\*\*\*/ 2. Block Debit Card (Block)  /\*\*\*\*/ 3. Bank Fastag (Fastag)  /\*\*\*\*/ 4. Know our Banking Products (Product)  /\*\*\*\*/ 5. Offers (Offers)  /\*\*\*\*/ 6. Contact Us (Contact) 

At last the chatbot confirms the booking and will display confirmation message along with the Thankyou(Greeting) message.

## Discussion and Conclusion

Henceforth, this banking services chatbot will facilitate the work of a banker and overcome the difficulties that exist in querying through the bank's customer service. By including much more additional features like sentiment analysis the chatbot could cater to the user's needs much better. This project as it seemed to be a growing trend and a new addition which can be capitalized, so this is much better than using an app to order as it is much friendlier and appeals to having a conversation with a friend.



