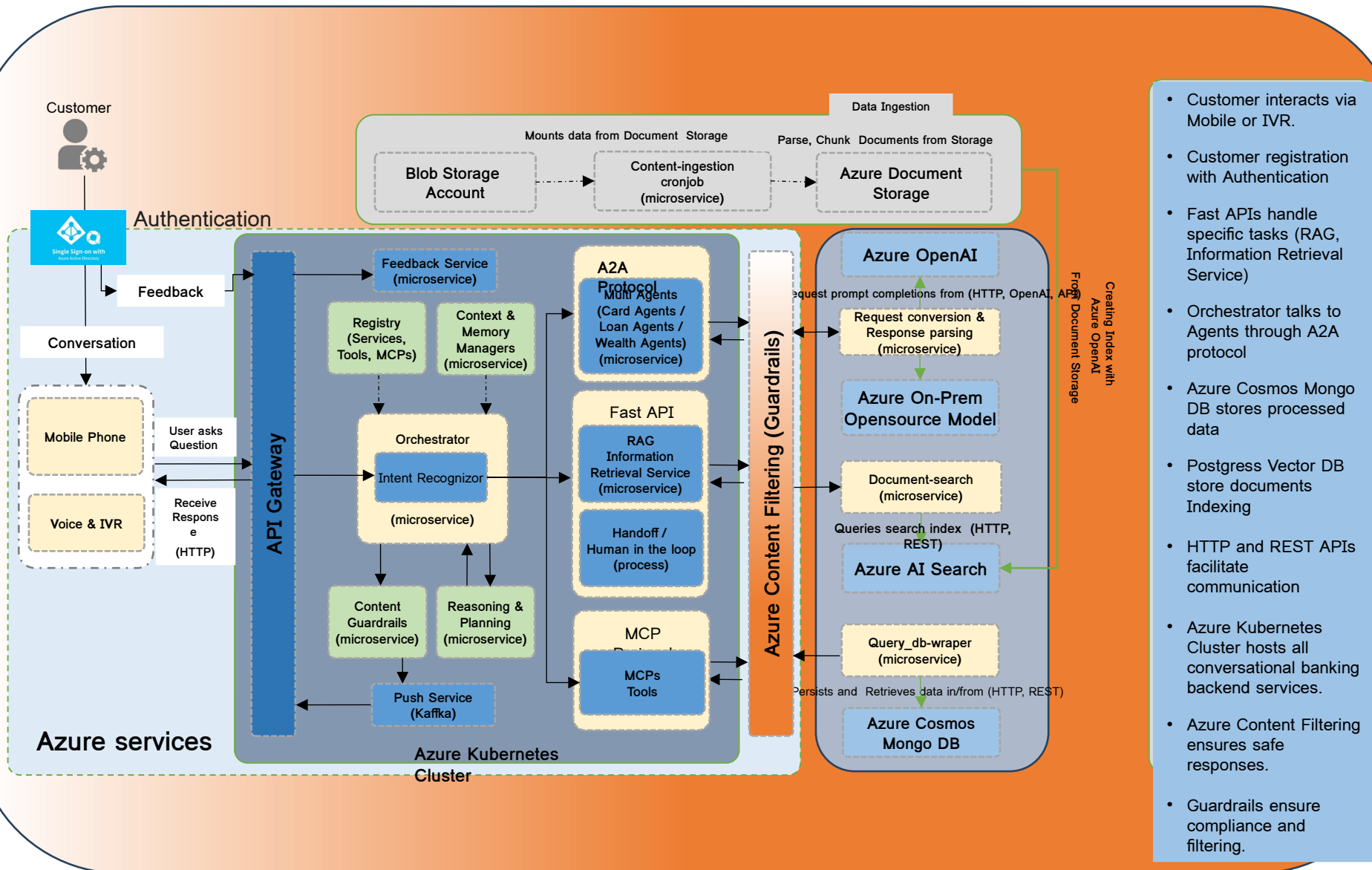
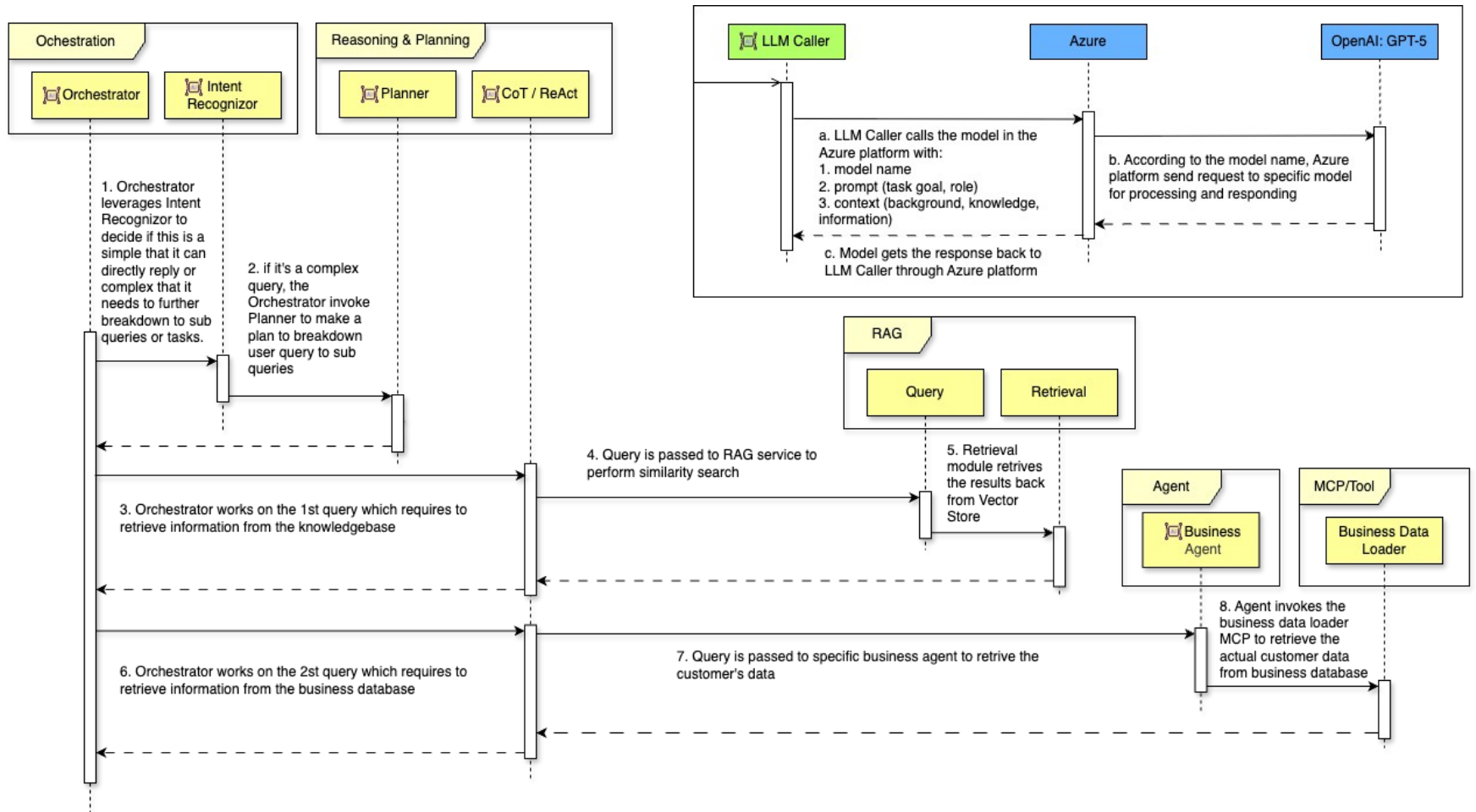


Sample : Business Architecture Context



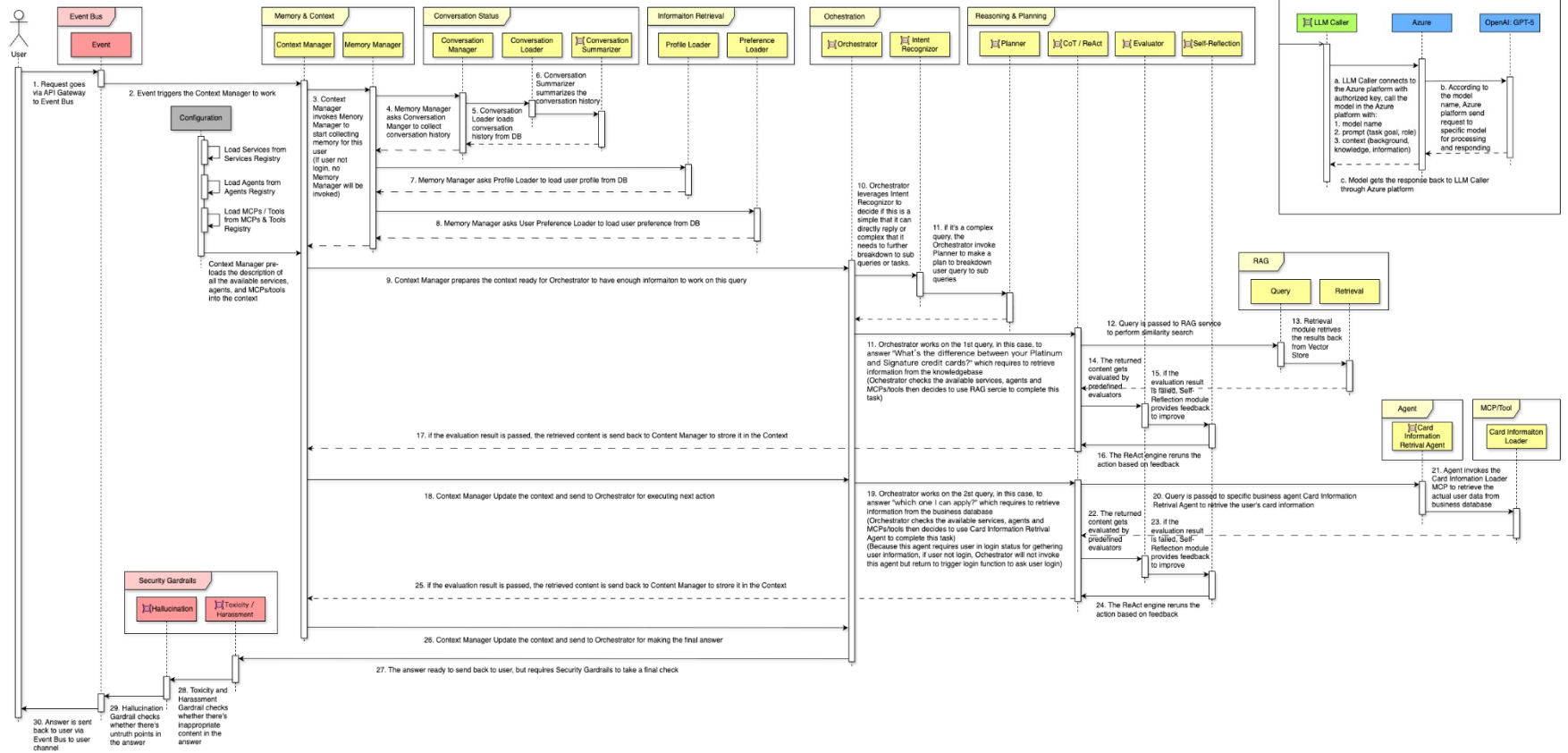
- Customer interacts via Mobile or IVR.
- Customer registration with Authentication
- Fast APIs handle specific tasks (RAG, Information Retrieval Service)
- Orchestrator talks to Agents through A2A protocol
- Azure Cosmos Mongo DB stores processed data
- Postgress Vector DB store documents Indexing
- HTTP and REST APIs facilitate communication
- Azure Kubernetes Cluster hosts all conversational banking backend services.
- Azure Content Filtering ensures safe responses.
- Guardrails ensure compliance and filtering.

Orchestration Sequence diagram



Sequence diagram for Card scenario (Full)

"What's the difference between your Platinum and Signature credit cards? which one I can apply?"



Proposed Application Architecture – New Introduction

Conversational Banking is an AI-powered virtual chatbot, It integrates a mobile frontend, Python-based backend services, Azure AI Search, and OpenAI for intelligent response generation. The bot follows a multi-layered architecture with clear separation of presentation, application logic, knowledge services, and secure data storage.

