**Data Dictionary**

The training data to design a chatbot for banking customer service was obtained from Github: <https://github.com/jianguoz/Few-Shot-Intent-Detection> -(BANKING77)

The data contains 77 categories of inputs or queries that the user may ask the chatbot.

There are 4 columns and 8623 rows in the dataset which is in csv format.

|  |  |
| --- | --- |
| Column Name | Description |
| S.no. | Row number |
| sequence | Frequently asked questions by customers |
| label | Category, each question is assigned one of the 77 categories |
| response | Response of the chatbot, each category has a separate response |

There are a total of 8622 queries which are assigned to 77 categories as shown below:

|  |  |  |
| --- | --- | --- |
| **Sno** | **category** | **No. of inputs** |
| 1 | activate\_my\_card | 141 |
| 2 | age\_limit | 92 |
| 3 | apple\_pay\_or\_google\_pay | 108 |
| 4 | atm\_support | 69 |
| 5 | automatic\_top\_up | 108 |
| 6 | balance\_not\_updated\_after\_bank\_transfer | 152 |
| 7 | balance\_not\_updated\_after\_cheque\_or\_cash\_deposit | 162 |
| 8 | beneficiary\_not\_allowed | 137 |
| 9 | cancel\_transfer | 138 |
| 10 | card\_about\_to\_expire | 110 |
| 11 | card\_acceptance | 47 |
| 12 | card\_arrival | 135 |
| 13 | card\_delivery\_estimate | 93 |
| 14 | card\_linking | 120 |
| 15 | card\_not\_working | 93 |
| 16 | card\_payment\_fee\_charged | 167 |
| 17 | card\_payment\_not\_recognised | 151 |
| 18 | card\_payment\_wrong\_exchange\_rate | 147 |
| 19 | card\_swallowed | 45 |
| 20 | cash\_withdrawal\_charge | 157 |
| 21 | cash\_withdrawal\_not\_recognised | 142 |
| 22 | change\_pin | 104 |
| 23 | compromised\_card | 72 |
| 24 | contactless\_not\_working | 30 |
| 25 | country\_support | 112 |
| 26 | declined\_card\_payment | 135 |
| 27 | declined\_cash\_withdrawal | 153 |
| 28 | declined\_transfer | 117 |
| 29 | direct\_debit\_payment\_not\_recognised | 162 |
| 30 | disposable\_card\_limits | 102 |
| 31 | edit\_personal\_details | 103 |
| 32 | exchange\_charge | 101 |
| 33 | exchange\_rate | 95 |
| 34 | exchange\_via\_app | 98 |
| 35 | extra\_charge\_on\_statement | 146 |
| 36 | failed\_transfer | 119 |
| 37 | fiat\_currency\_support | 106 |
| 38 | get\_disposable\_virtual\_card | 78 |
| 39 | get\_physical\_card | 88 |
| 40 | getting\_spare\_card | 111 |
| 41 | getting\_virtual\_card | 82 |
| 42 | lost\_or\_stolen\_card | 66 |
| 43 | lost\_or\_stolen\_phone | 104 |
| 44 | order\_physical\_card | 100 |
| 45 | passcode\_forgotten | 87 |
| 46 | pending\_card\_payment | 140 |
| 47 | pending\_cash\_withdrawal | 123 |
| 48 | pending\_top\_up | 129 |
| 49 | pending\_transfer | 130 |
| 50 | pin\_blocked | 96 |
| 51 | receiving\_money | 80 |
| 52 | Refund\_not\_showing\_up | 143 |
| 53 | request\_refund | 149 |
| 54 | reverted\_card\_payment? | 142 |
| 55 | supported\_cards\_and\_currencies | 109 |
| 56 | terminate\_account | 91 |
| 57 | top\_up\_by\_bank\_transfer\_charge | 93 |
| 58 | top\_up\_by\_card\_charge | 96 |
| 59 | top\_up\_by\_cash\_or\_cheque | 95 |
| 60 | top\_up\_failed | 127 |
| 61 | top\_up\_limits | 79 |
| 62 | top\_up\_reverted | 128 |
| 63 | topping\_up\_by\_card | 87 |
| 64 | transaction\_charged\_twice | 158 |
| 65 | transfer\_fee\_charged | 153 |
| 66 | transfer\_into\_account | 94 |
| 67 | transfer\_not\_received\_by\_recipient | 152 |
| 68 | transfer\_timing | 112 |
| 69 | unable\_to\_verify\_identity | 86 |
| 70 | verify\_my\_identity | 87 |
| 71 | verify\_source\_of\_funds | 97 |
| 72 | verify\_top\_up | 107 |
| 73 | virtual\_card\_not\_working | 32 |
| 74 | visa\_or\_mastercard | 115 |
| 75 | why\_verify\_identity | 102 |
| 76 | wrong\_amount\_of\_cash\_received | 160 |
| 77 | wrong\_exchange\_rate\_for\_cash\_withdrawal | 145 |