**AI Chatbot**

Part 1

A customer has logged into the banking app and asked Eeba where their nearest branch is.

You have been tasked with brainstorming the different ways a customer might type this into Eeba. Here is an example: *“Hi Eeba, I want to speak with someone in person about my banking”*

What are some other ways a customer could ask this?

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| Can you tell me the nearest banks to me?  How many banks are near to me?  How many banks are opened today?  Is their any bank in walkable distance to me? |

Part 2

Now that Eeba knows that the customer wants to know where their nearest branch is, Eeba asks, “Where do you live?” and the customer answers with the suburb they live in.

Can you fill out what Eeba should say in each of these scenarios?

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| * There is a branch in their suburb.   + Eeba: “Yes the bank is near to you” * The suburb does not have a branch.   + Eeba: “Sorry to tell you there are no branches available to you” * The suburb does not exist.   + Eeba: “In this area bank is not existed” |

Part 3

The simplest way to make a decision in programming is using an IF statement. An IF statement will allow Eeba to make a decision and perform a function, based on whether the statement was true or false.

Fill this in:

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| *if (suburb\_name exists) & (suburb\_name has a branch) then*  *print ‘The nearest branch is in suburb\_name’*  *else if (insert your code here) then*  *print (insert your code here)*  *else*  *print (insert your code here)*  *end if* |