

## **Problem Statement: Conversational Credit Application**

As we go deeper into customer segments, conversational interfaces could be more engaging than typical form-based ones. As part of this challenge, teams are expected to build a chat based conversational interface based on application metadata.

- application metadata will include: field info (label, data type, validation constraints, value options if applicable, etc.)

- chat interface should adapt to the product-specific form definition(the metadata format will be preserved)

Preferred tech: React widgets that are themable

Bonus: innovation within the chat experience

## **Deliverables/Expectations for Level 2 (Online Problem Statement Idea Brief Submission)**

An algorithm/approach/system component diagrams with block diagrams and detailed explanation to accomplish the solution for the problem statement of dynamically powering a conversational user experience for typical form-filling use-cases.

Please provide definitions and workings of the core components of the system. You can give references if any part of work is inspired by some previous work.

The solution should work for the end user scenario described in the problem statement. Considerations of different settings, edge cases, device platforms and form factors, overall experience, etc. will be given extra points.

You can use any open source libraries / frameworks, while React is preferred. You can use your own form metadata (including format) for demonstration purposes (please add the metadata schema as part of the solution). Please include a few examples of a dynamic chat experience being generated from merely the form metadata. Here are some sample scenarios (please add additional examples as needed to demonstrate the richness of your solutions:

1. User applying for a credit card
2. User submitting a customer satisfaction survey
3. User performing an IQ test
4. User booking a doctor appointment for a tele-consultation

The solution should run in real time, and will be tested and evaluated by changing the form metadata to reflect additional real-world use-cases.