**Virtual Agent – Conversational Banking**

**Use cases:**

1. Data Related
2. Change of Address
3. Bill Related
4. Miscellaneous
5. Exit

**Flow details and conversation Script**

On logging into the Telco webpage, the customer is required to login using his mobile number. Following correct authentication, the user is taken onto the conversation page. Here the customer is greeted by Virtual Agent by name. All the details related to the user are picked up maintained in context to be used during the chat.

**Data Related**

**User**: How to enable data?

**Watson**: I can help you with that. Can you please let me know the device you are using?   
  
You can also get the internet settings by sending sms ALL to 199 (Toll Free).

**User**: How much data is remaining?

**Watson**: You have used up 6711.62 mb of data and you are allowed 2 GB of free data.

**User**: What is my network strength?

**Watson**: You are currently on 4G

**User**: How much free data do I have?

**Watson**: You have 2 GB mb of free data against your plan.

**User**: Is it 2G or 3G?

**Watson**: You are currently on 4G

**User**: I cant start my internet

**Watson**: I can help you with that.  
Do you see an E or H beside the network bars on your phone screen?

**User**: Yes

**Watson**:   
If that doesn't work either, then please place the sim in another phone and try accessing data.

**User**: My internet is slow

**Watson**: I'm really sorry you are having this problem, let me help you with that.

Please go to

1. Phone settings
2. Network settings
3. search network manually

Please let me know what Vodafone networks you see.

**User**: 4g

**Watson**: Please select it & then restart your handset.  
  
That should solve your problem.

**Change** **of** **Address**

**Watson**:

Hi Dinesh!

I can help with:   
1. Address change.   
2. Bill payment status.  
3. Data speed.  
4. Unable to browse.  
5. Bill amount.  
6. Change email.  
7. Change name.  
8. Slow network.  
9. PUK.  
10. E-bill

**User**: I have shifted to a new house. I want to change my address. Can you please help?

**Watson**: I can help you with that. To change your registered billing address, please send an email to Vodafone customer care at vodafonecare.mum@ vodafone.com from your registered email address. Please attach self-attested scanned copies of

1. Photo ID proof like
   * PAN card
   * Passport
   * Aadhar card

and

1. Proof of New address like
   * Passport
   * Aadhaar card
   * Bank Statement

Physical verification will be done on new address.

**Bill** **Related**

**User**: What is my outstanding bill amount?

**Watson**: Jon Doe your current bill due amount is 717.6.

**User**: When is my payment due?

**Watson**: The last date to make the payment is on 19-Feb-17. The amount is Rs. 717.6.

**User**: Have you received my payment?

**Watson**: John Doe, for your Postpaid account with mobile number 1111, the last payment was made on 27-Jan-17 for an amount of Rs. 752.1.

**User**: I need my bill statement

**Watson**: **Amount due**: Rs. 717.6

* Minutes used
  + Local:
  + STD:
  + Roaming:
* SMS used
  + Local:
  + STD:
  + Roaming:
* Data:

**User**: I need a duplicate bill for 12 months

**Watson**: To request for a duplicate bill, up to the last 12 months, you have the following options:

1. Send an SMS to 199 (toll-free) to get bill to your registered email : DUPBILL{space}first 3 letters of month.
2. From your mobile app do the following:
   * Click on My Account
   * View bills

**User**: I need my ebill password

**Watson**: Individual password will be combination of the first 4 letters of name (as you registered it with Vodafone) and the last 4 digits of Vodafone primary number

**User**: What payment options do you have?

**Watson**: You can pay at:  
1. a Vodafone store.   
2. Online  
3. Via the Vodafone mobile app

**Miscellaneous**

**User**: How can I get my puk number?

**Watson**: Your puk number is xxxxxxxxxx

**User**: I need to correct my name

**Watson**: As a name change requires identity proof, we are unable to process it online. But, you can visit your nearest Vodafone store along with your Proof of Identity(both a photo copy and an original) and they can process the request for Name correction.

**User**: How do I update my Email-Id?

**Watson**: I can help you with that, Mariyam Shriyan.   
Your current email ID is John.Doe@xyz.COM.   
  
To change it, please send an SMS from your registered mobile number: “Email new\_email\_Id” to 199 (Toll Free). It will be updated within 15 minutes

**User**: My Sim is damaged

**Watson**: Please visit our nearest Vodafone store along with the original and copies of

photo ID proof like

* + PAN card
  + Passport
  + Driver's license
  + Aadhar card

1. proof of address like
   * Passport
   * Aadhar card
   * Voter ID

**User:** I have problem making calls from this numbe

**Watson:** Your account status is Active.

**User**: What are my plan details?

**Watson**: You are currently on Red\_Employee\_Voice\_G plan with following details:

* **Free minutes:** Unltd Local V2V + 2000 Local/STD Min
* **Data:** 2 GB
* **Roaming:** Free╩Incoming and Outgoing╩at Standard rates
* **SMS:** 2000 SMS (Local+STD)

**Exit**

On recognizing an exit intent, the virtual agent opens a survey questionnaire screen where the user is asked a few questions regarding the quality of resolution provided by the virtual agent. This opens up when the user types exit statements For eg. Bye