**Sample question for Chat Bot**

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|  | **Question** | **Answer** |
| 1 | How to create working area?  Or  How to make working area?  Or  What is the process of working area creation? | Please go to **working area** from **Address configuration** config menu then click **Add** button on the right side of the page, after fill-up the fields with proper info then click to **Save**.  [N.B: Need to add Division, district, Thana, Unions & Villages first to create a working area]  Config 🡪Address configuration🡪working area🡪Click Add button🡪fill-up the fields🡪Save. |
| 2 | How to create Samity/Group?  Or  From where and how can we make Samity/Group?  Or  How to open a new Samity/Group? | Please go **Samity/Group** menu then click **Samity**, click **Add** button on the right side of the page, after fill-up the fields with proper info then click to **Save**.  [N.B: Field officer and working area are the pre-requisite of Creating Samity/Group] |
| 3 | How to add member?  Or  How to add new member?  Or  How to perform member admission in microfin360? | Please go to **Member** menu then click to **Member information,** then click **Add** button on the right side of the page, after fill-up the fields with proper info then click to **Save**.  [N.B: Samity/Group is the pre-requisite of add member] |
| 4 | How to open savings account?  Or  How to open a new savings account?  Or  How to create a general savings account? | Please go to **Savings** from **Savings** menu then click **Add** button on the right side of the page, after fill-up the fields with proper info then click to **Save**. |
| 5 | How to disburse loan to a member?  Or  What is the process of a new loan Disburse?  Or  How to create a new loan? | Please go to **Regular Loan Accounts** from **Loan** menu then click **Add** button on the right side of the page, after fill-up the fields with proper info then click to **Save**. |
| 6 | From where we can entry regula collection?  Or  What is the process of entering Samity day collection?  Or  What is the regular collection entry process ? | Please go to **Auto Process** from **Process** menu. click **Action** button from samity list then entry member wise collection of this day, after entry all the members collection click to **Preview** then **Save**. |
| 7 | How to give posting of without Samity day collection (Loan/ Savings)?  Or  How to enter without Samity day Loan/Savings collection?  Or  From which menu we can give posting of without irregular Loan/Savings collection? | Please go to **Regular Loan transaction/Savings Deposit** page from **Loan/Savings** Menu then click **Add** button on the right side of the page, after fill-up the fields with proper info then click to **Save**. |
| 8 | How to change password?  Or  From where we can change password?  Or  How to change password frequently | Please click **Change password** on the right side of the top of the page or from **Admin** menu, after fill-up the given fields with proper info then click to **Save**. |
| 9 | How to correct savings deposit wrong entry?  Or  What is the process of correcting savings deposit entry?  Or  From which menu we can correct wrong deposit entry? | Please go to **Transaction Un-authorization** from **process** menu to Un-authorize the wrong entry then go to **Auto process** or **Savings deposit** option then click to **Edit** button on Action column of the wrong transaction. After correction the wrong entries click to **Save** and then **authorize** this transaction again.  [N.B: If need to correction on back dated transaction need to go on transaction date first] |
| 10 | How to correct loan transaction wrong entry?  Or  What is the process of loan transaction wrong entry?  Or  What should I do for a wrong transaction entry | Please go to **Transaction Un-authorization** from **process** menu to Un-authorize the wrong entry then go to **Auto process** or **Regular Loan Transaction** option then click to **Edit** button on Action column of the wrong transaction. After correction the wrong entries click to **Save** and then **authorize** this transaction again.  [N.B: If need to correction on back dated transaction need to go on transaction date first] |
| 11 | From where we can see voucher?  Or  How to check voucher?  Or  Which menu to use for showing all vouchers? | Please go to **Voucher List** from **Vouchers** menu on **AIS** module to see all vouchers. |
| 12 | Where we can entry bank deposit or withdraw?  Or  How to enter bank deposit?  Or  How to give bank deposit posting? | Please go to **Contra voucher** from **Vouchers** menu then entry Debit & credit account, amount & narration click to add and finally click to **Save**. |
| 13 | How to correct voucher wrong entry?  Or  What is the process of correcting voucher wrong entry?  Or  What should we do to correct a wrong entry in voucher? | Please go to **Voucher List** from **voucher** menu then click the **Edit** button on action column of the wrong voucher after correcting wrong entry click **Save** button again. |
| 14 | How to generate auto voucher?  Or  From where we can generate auto voucher?  Or  What is the process of auto voucher generation? | Please go to **Receipt/payment/Journal voucher** from **Auto voucher** menu, select Fund & Date then click Get **Receipt/Payment/Journal Data** then click to **save**. |