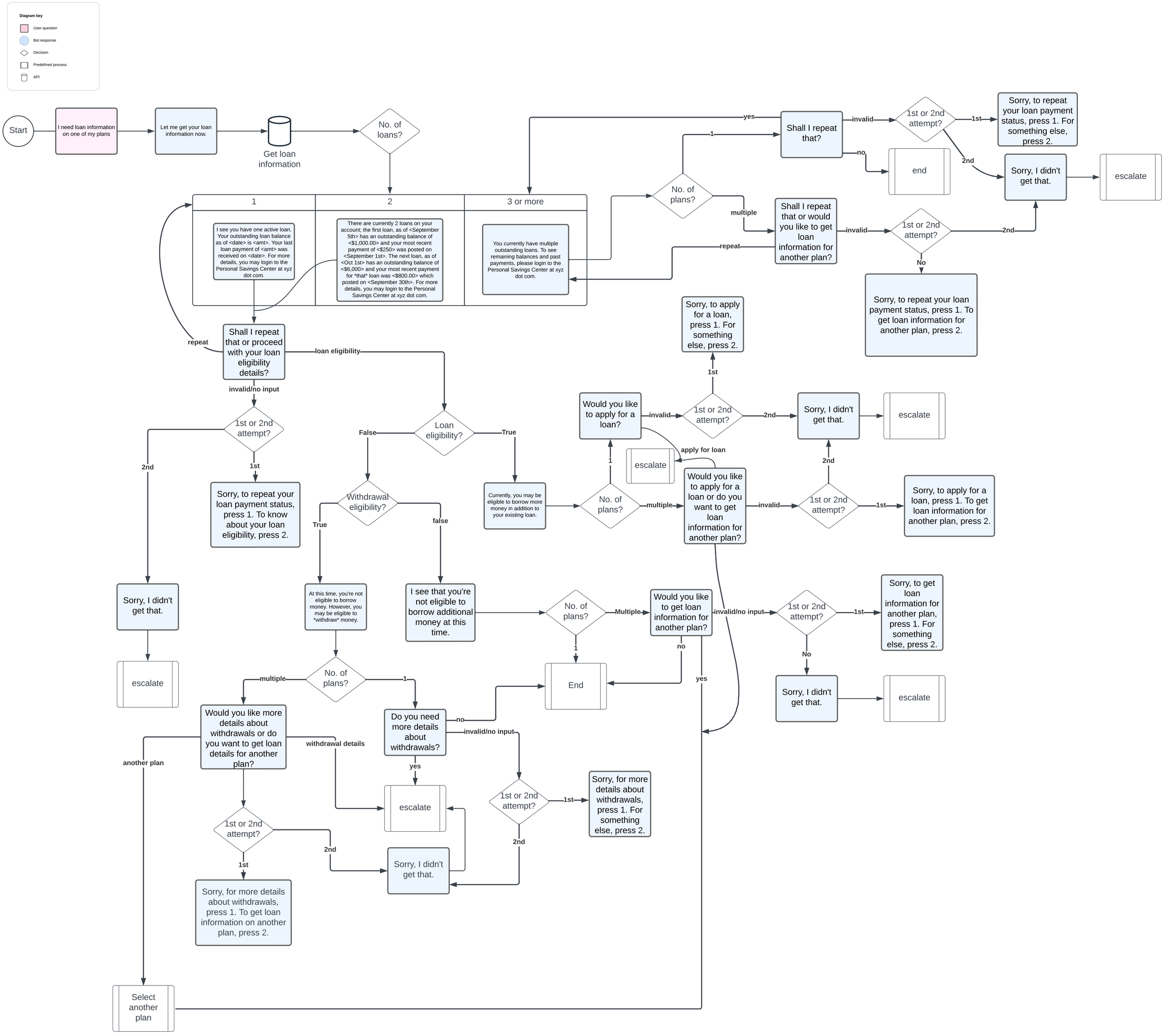
Diagram key
User question
Bot response
Decision
Predefined process
API
Start
I need loan information on one of my plans
Let me get your loan information now.
Get loan information
No. of loans?
1
2
3 or more
I see you have one active loan. Your outstanding loan balance as of <date> is <amt>. Your last loan payment of <amt> was received on <date>. For more details, you may login to the Personal Savings Center at xyz dot com.
There are currently 2 loans on your account; the first loan, as of <September 5th> has an outstanding balance of <$1,000.00> and your most recent payment of <$250> was posted on <September 1st>. The next loan, as of <Oct 1st> has an outstanding balance of <$6,000> and your most recent payment for *that* loan was <$800.00> which posted on <September 30th>. For more details, you may login to the Personal Savings Center at xyz dot com.
You currently have multiple outstanding loans. To see remaining balances and past payments, please login to the Personal Savings Center at xyz dot com.
Shall I repeat that or proceed with your loan eligibility details?
repeat
loan eligibility
invalid/no input
1st or 2nd attempt?
2nd
1st
Sorry, to repeat your loan payment status, press 1. To know about your loan eligibility, press 2.
Sorry, I didn't get that.
escalate
Loan eligibility?
False
True
Withdrawal eligibility?
True
false
At this time, you're not eligible to borrow money. However, you may be eligible to *withdraw* money.
No. of plans?
multiple
1
Would you like more details about withdrawals or do you want to get loan details for another plan?
withdrawal details
another plan
Do you need more details about withdrawals?
no
yes
invalid/no input
escalate
1st or 2nd attempt?
2nd
1st
Sorry, I didn't get that.
Sorry, for more details about withdrawals, press 1. To get loan information on another plan, press 2.
1st or 2nd attempt?
1st
Sorry, for more details about withdrawals, press 1. For something else, press 2.
2nd
Select another plan
Currently, you may be eligible to borrow more money in addition to your existing loan.
No. of plans?
multiple
1
Would you like to apply for a loan?
invalid
1st or 2nd attempt?
1st
Sorry, to apply for a loan, press 1. For something else, press 2.
2nd
Sorry, I didn't get that.
escalate
apply for loan
escalate
Would you like to apply for a loan or do you want to get loan information for another plan?
invalid
1st or 2nd attempt?
1st
Sorry, to apply for a loan, press 1. To get loan information for another plan, press 2.
2nd
I see that you're not eligible to borrow additional money at this time.
No. of plans?
Multiple
1
End
Would you like to get loan information for another plan?
no
yes
invalid/no input
1st or 2nd attempt?
1st
Sorry, to get loan information for another plan, press 1. For something else, press 2.
No
Sorry, I didn't get that.
escalate
yes
No. of plans?
multiple
1
Shall I repeat that?
invalid
1st or 2nd attempt?
1st
Sorry, to repeat your loan payment status, press 1. For something else, press 2.
2nd
Sorry, I didn't get that.
escalate
no
end
Shall I repeat that or would you like to get loan information for another plan?
invalid
1st or 2nd attempt?
2nd
No
Sorry, to repeat your loan payment status, press 1. To get loan information for another plan, press 2.
repeat