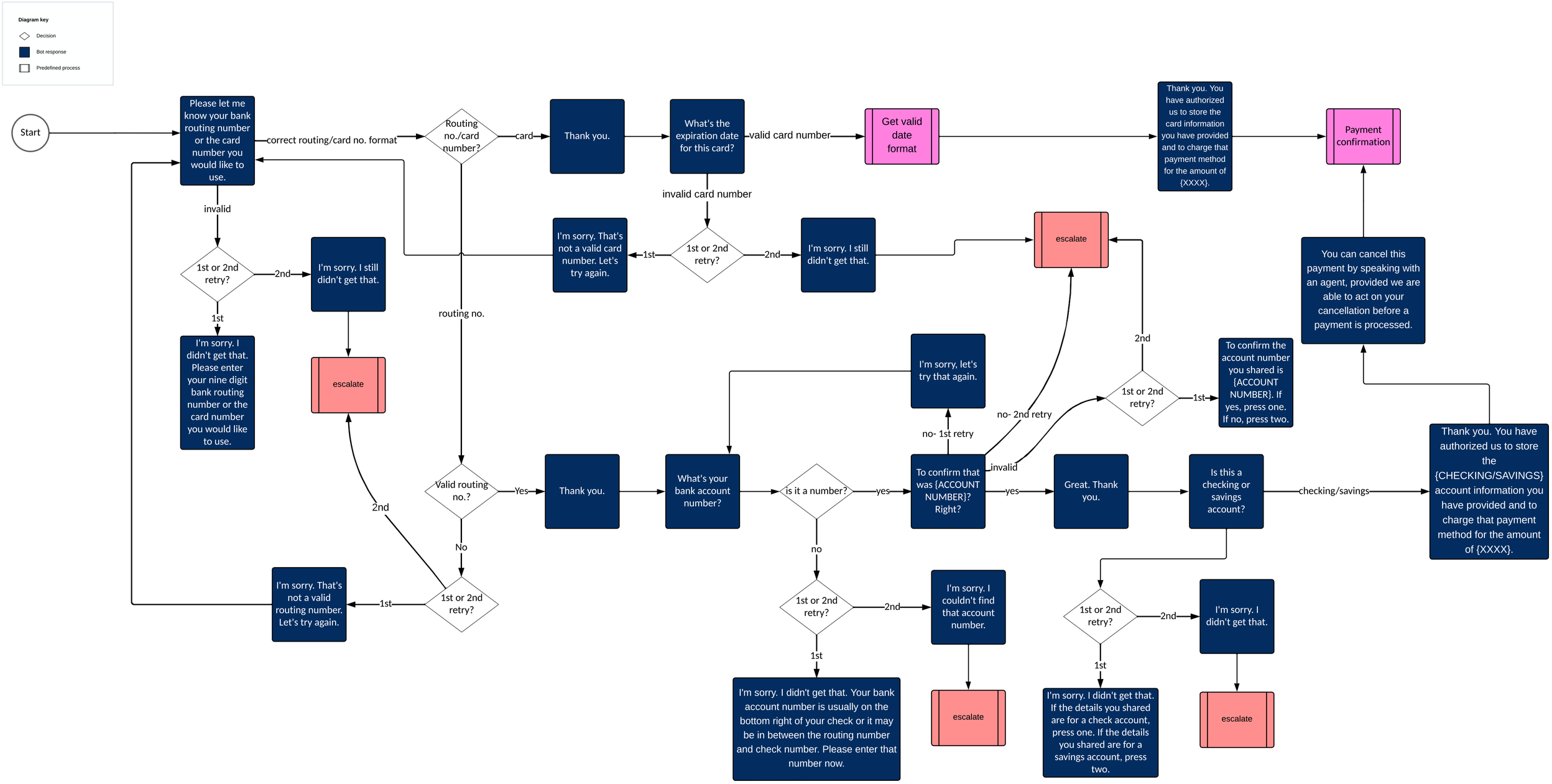
Diagram key
Decision
Bot response
Predefined process
Start
Please let me know your bank routing number or the card number you would like to use.
correct routing/card no. format
Routing no./card number?
card
Thank you.
What's the expiration date for this card?
valid card number
Get valid date format
Thank you. You have authorized us to store the card information you have provided and to charge that payment method for the amount of {XXXX}.
Payment confirmation
invalid card number
1st or 2nd retry?
1st
I'm sorry. That's not a valid card number. Let's try again.
2nd
I'm sorry. I still didn't get that.
escalate
You can cancel this payment by speaking with an agent, provided we are able to act on your cancellation before a payment is processed.
invalid
1st or 2nd retry?
2nd
I'm sorry. I still didn't get that.
1st
I'm sorry. I didn't get that. Please enter your nine digit bank routing number or the card number you would like to use.
escalate
routing no.
Valid routing no.?
Yes
Thank you.
What's your bank account number?
is it a number?
yes
To confirm that was {ACCOUNT NUMBER}? Right?
no- 1st retry
I'm sorry, let's try that again.
no- 2nd retry
invalid
yes
Great. Thank you.
Is this a checking or savings account?
checking/savings
Thank you. You have authorized us to store the {CHECKING/SAVINGS} account information you have provided and to charge that payment method for the amount of {XXXX}.
2nd
1st or 2nd retry?
1st
To confirm the account number you shared is {ACCOUNT NUMBER}. If yes, press one. If no, press two.
No
1st or 2nd retry?
1st
I'm sorry. That's not a valid routing number. Let's try again.
2nd
escalate
no
1st or 2nd retry?
2nd
I'm sorry. I couldn't find that account number.
escalate
1st
I'm sorry. I didn't get that. Your bank account number is usually on the bottom right of your check or it may be in between the routing number and check number. Please enter that number now.
1st or 2nd retry?
2nd
I'm sorry. I didn't get that.
escalate
1st
I'm sorry. I didn't get that. If the details you shared are for a check account, press one. If the details you shared are for a savings account, press two.