

Chatbot Service Guide
Oracle FLEXCUBE Investor Servicing
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1. Introduction

The Chatbot support offered by FCIS helps the banks to accelerate their banking services. The user can quickly inquire all the details by simply selecting one of the below required options in the Chatbot.

The available options for a user to select are:

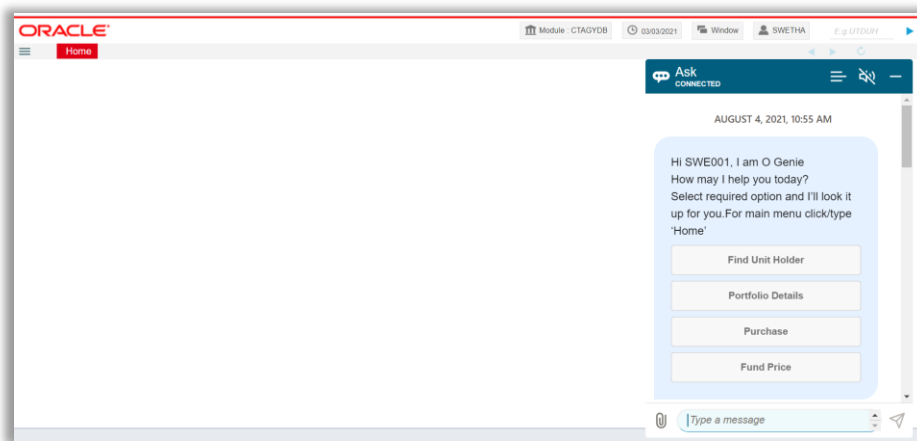
- [Find Unit Holder](#)
- [Portfolio details](#)
- [Purchase](#)
- [Fund Price](#)

Upon clicking on one of the above options available, the user can get the required information.

2. Chatbot Service

To invoke the chatbot, click the chat icon at the bottom right corner of the application window.

Click on the option about which you need information. Details associated with the selected option are displayed in the same chat window.



3. Find Unit Holder

In case the 'Find Unit Holder' is selected, the Chatbot displays as shown below:

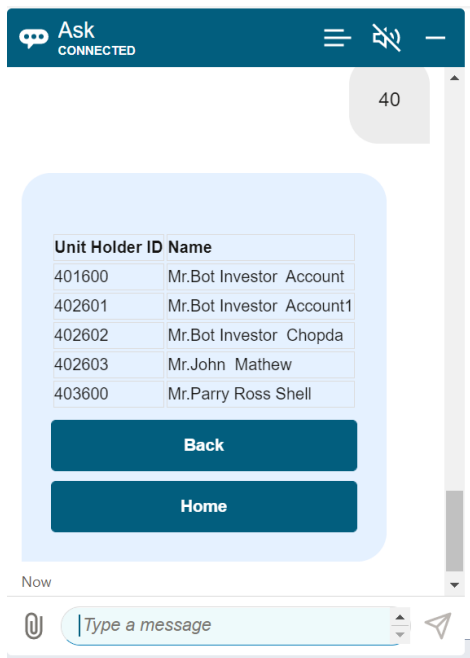
1. Click on 'Find Unit Holder', all the details associated with unit holder are displayed as shown below:

The screenshot shows a chatbot interface with a dark blue header bar. On the left of the header is a speech bubble icon and the text 'Ask CONNECTED'. On the right are three icons: a hamburger menu, a crossed-out speech bubble, and a minus sign. Below the header, a grey message bubble contains the text 'Find Unit Holder'. To the left of this, a light blue rounded rectangle contains the text 'Find Unit Holder By' followed by five dark blue buttons stacked vertically: 'Unit Holder Id', 'Last Name', 'Mobile Number', 'Email Id', and 'Home'. At the bottom of the interface is a light blue input field with the placeholder text 'Type a message', a paperclip icon on the left, and a paper plane icon on the right. A vertical scrollbar is visible on the right side of the chat area.

2. Choose one of the displayed options, say 'Unit Holder Id'. Enter the value of the chosen option on the same window.

The screenshot shows a chat window titled "Ask" with a "CONNECTED" status. On the left, a blue sidebar contains a menu with four options: "Mobile Number", "Email Id", and "Home". A grey bubble on the right contains the text "Unit Holder Id". Below this, a blue bubble contains the text "Enter Unit Holder Id". At the bottom, a text input field contains the number "40", and a "Now" timestamp is visible. The interface includes standard chat controls like a back arrow, a close button, and a send button.

3. Upon providing the required values, the Chatbot displays all the associated 'Unit Holder ID along with Name' as shown below:



Note: Use option 'Back' to get back to the other options available or use option 'Home' to get back to the Chatbot window.

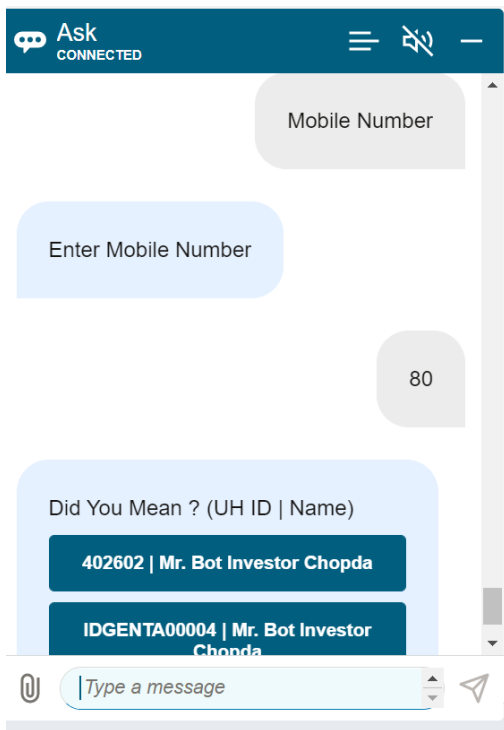
4. Portfolio details

In case the 'Portfolio Details' is selected, the Chatbot displays as shown below:

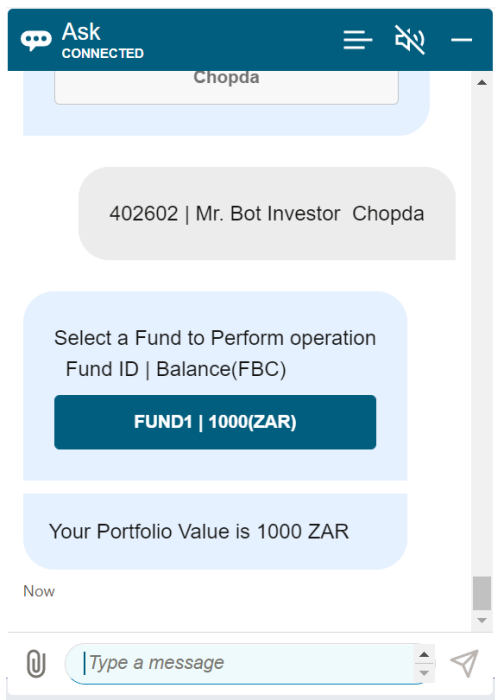
1. Click on 'Portfolio details', all the details associated with it are displayed as shown below:

The screenshot shows a chatbot interface with a dark blue header bar. On the left of the header is a speech bubble icon and the text 'Ask CONNECTED'. On the right are three icons: a hamburger menu, a microphone with a slash, and a minus sign. Below the header, a grey bubble contains the text 'Portfolio Details'. In the center, a light blue rounded rectangle contains the text 'Find Unit Holder By' followed by five dark blue buttons stacked vertically: 'Unit Holder Id', 'Last Name', 'Mobile Number', 'Email Id', and 'Home'. At the bottom, there is a white input field with a paperclip icon on the left, the placeholder text 'Type a message', and a paper plane icon on the right.

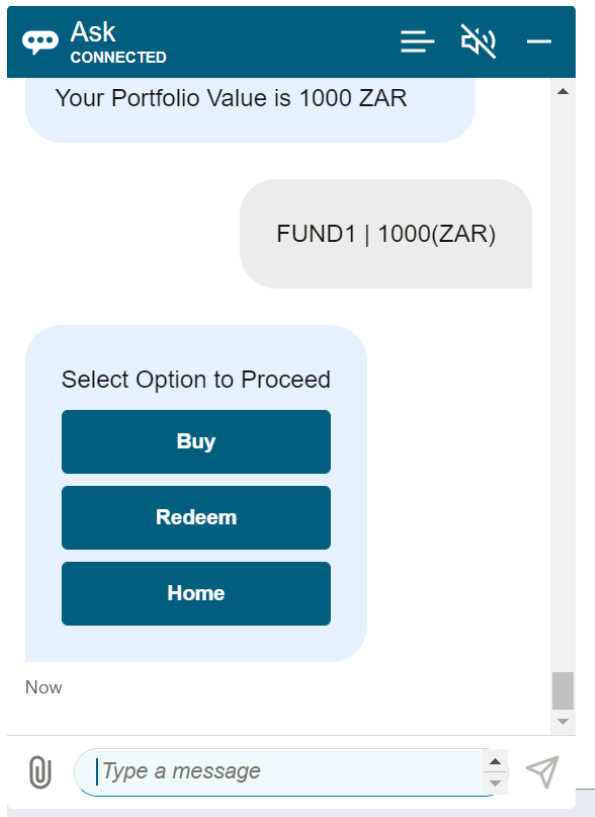
2. In case the 'Mobile Number' is selected, the Chatbot displays all the associated values as shown below:



3. In the above screen, click on the displayed 'UH ID and Name' to get the fund details with the portfolio value.



4. Click on the required fund details. The options available to proceed are displayed as shown below:



5. Select one of the required options such as to buy or redeem in the fund.

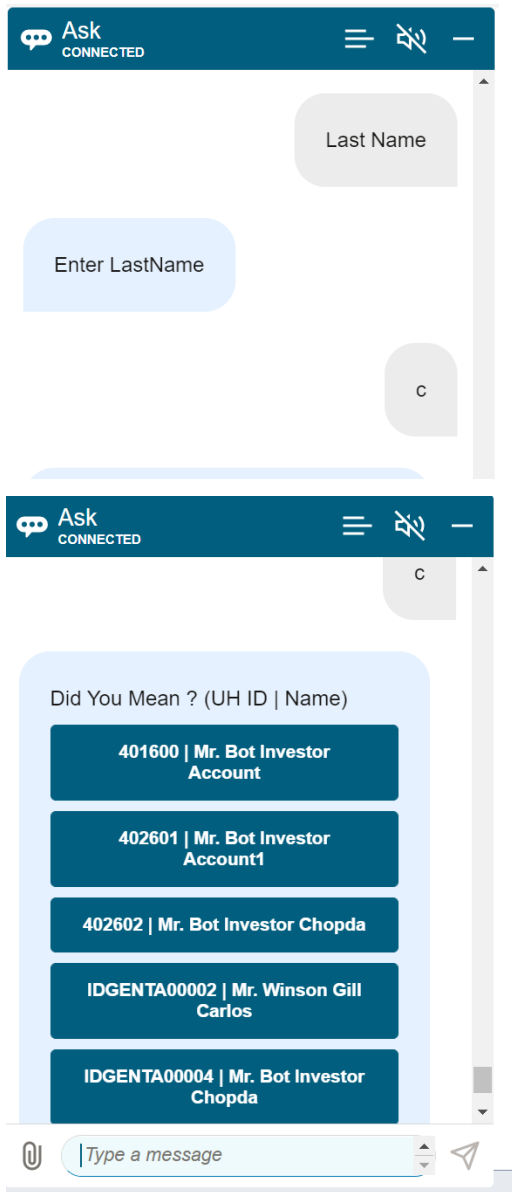
5. Purchase

In case the 'Purchase' is selected, the Chatbot displays as shown below:

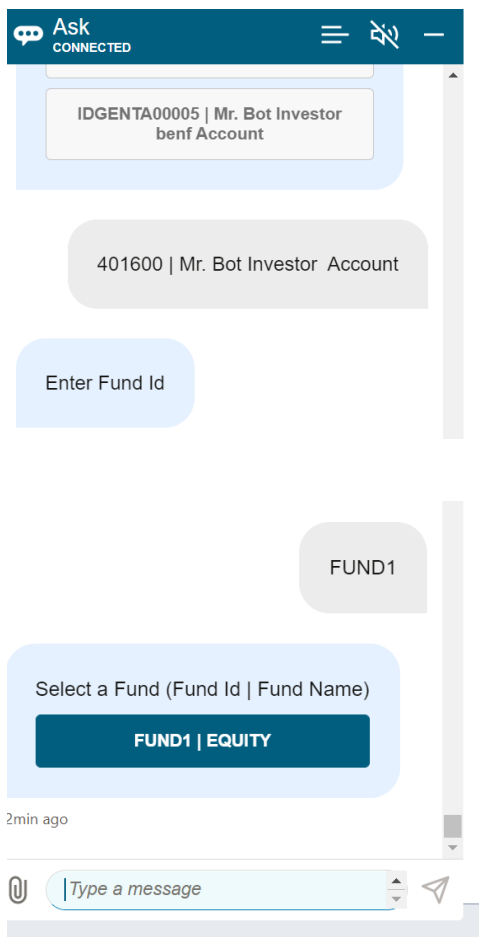
1. Click on 'Purchase', all the details associated with it are displayed as shown below:

The screenshot displays a chatbot interface with a dark blue header bar. On the left of the header is a speech bubble icon and the text 'Ask CONNECTED'. On the right are three icons: a hamburger menu, a mute icon, and a close icon. Below the header, a grey button labeled 'Purchase' is visible. To the left of the chat area is a light blue rounded rectangle containing the text 'Find Unit Holder By' and five dark blue buttons stacked vertically: 'Unit Holder Id', 'Last Name', 'Mobile Number', 'Email Id', and 'Home'. At the bottom of the interface is a white input field with the placeholder text 'Type a message', a paperclip icon on the left, and a send icon on the right.

2. In case the 'Last Name' is selected, the Chatbot displays all the associated values as shown below:



3. In the above screen, specify 'Fund Id' to proceed.



4. Upon selecting the 'Fund', enter the amount you want to purchase.

The screenshot shows a chat window with a header bar that says "Ask CONNECTED". The chat history includes a message "Enter the Amount" and a response "100". A new message from the system asks: "Do you want to save this transaction with below details? UH ID : 401600 Fund ID : FUND1 Amount : 100". Below the message are two buttons: "Yes" and "No". At the bottom of the chat window is a text input field with the placeholder "Type a message" and a send button.

5. Select if transaction to be saved to complete the purchase. The following options are available for selection:
- Yes
 - No

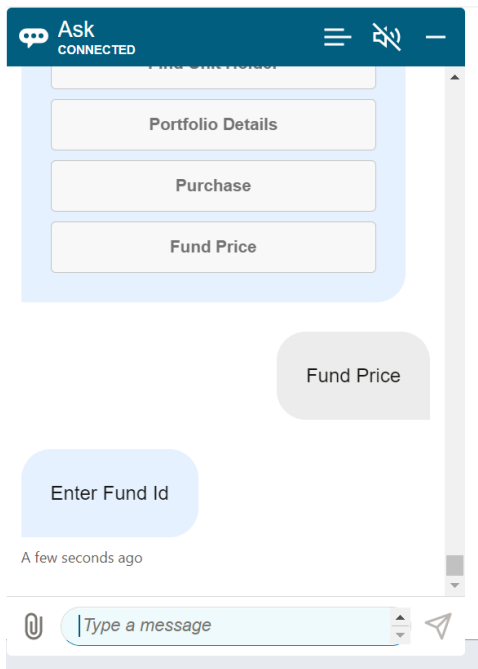
The screenshot shows the Oracle FCIS Subscription Transaction Detail page. The page has a header with the Oracle logo and navigation tabs: Home, Transaction, Other, Intermediary, and Load Over. The Transaction Information section displays fields for Unit Holder ID (401600), Fund ID (FUND1), Order Received Date (03/03/2021), and Payment Mode (T). An "Override Message" dialog is open, asking for confirmation to proceed with the transaction. The dialog contains the following text: "Override Description: Broker details have not been entered. Do you want the system to default broker details? Please Accept Overrides To Proceed". Below the dialog is a confirmation dialog with the text: "Do you want to save this transaction with below details? UH ID : 401600 Fund ID : FUND1 Amount : 100". The dialog has "Yes" and "No" buttons. A "Yes" button is also visible on the right side of the page. At the bottom of the page, there is a status bar with fields for Input By, Authorized By, Date Time, and Record Status. A chat window is open on the right side of the page, showing a message: "Your Transaction is in progress, Please Type Home to proceed".

6. When you save the transaction by giving 'Yes', the transaction screen will be invoked and purchase can be made.

6. Fund Price

In case the 'Fund Price' is selected, the Chatbot displays as shown below:

1. Click on 'Fund Price', all the details associated with it are displayed as shown below:



2. Specify 'Fund Id'. The fund price of specified fund is displayed as below:

