

Chatbot Service Guide
Oracle FLEXCUBE Investor Servicing
Release 14.4.0.4.2
[September] [2021]





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Version 14.4.0.4.2

Oracle Financial Services Software Limited
Oracle Park
Off Western Express Highway
Goregaon (East)
Mumbai, Maharashtra 400 063
India

Worldwide Inquiries:
Phone: +91 22 6718 3000
Fax: +91 22 6718 3001
<https://www.oracle.com/industries/financial-services/index.html>

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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:

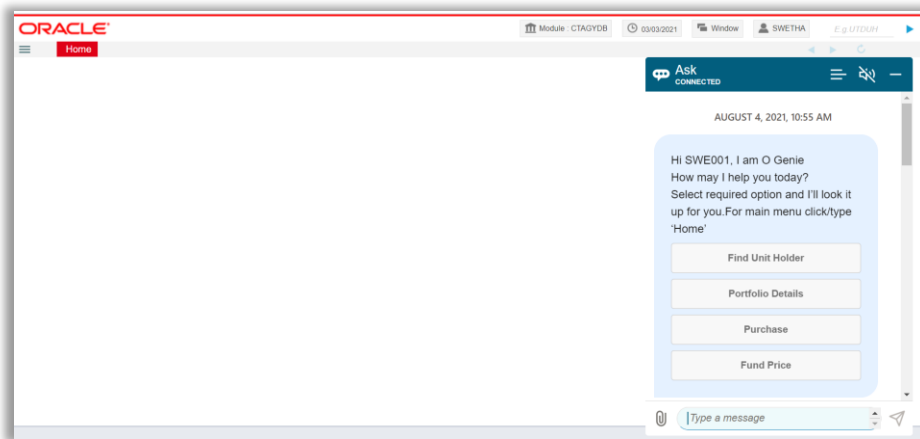
- [Find Unit Holder](#)
- [Portfolio details](#)
- [Purchase](#)
- [Fund Price](#)

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.

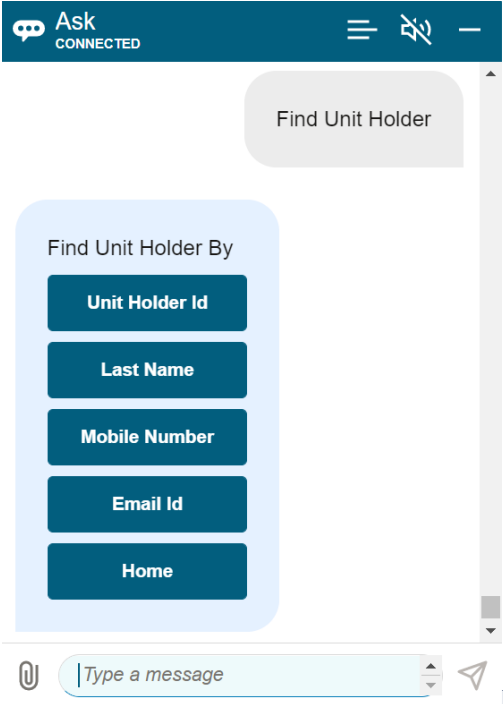
Click on the option about which you need information. Details associated with the selected option are displayed in the same chat window.



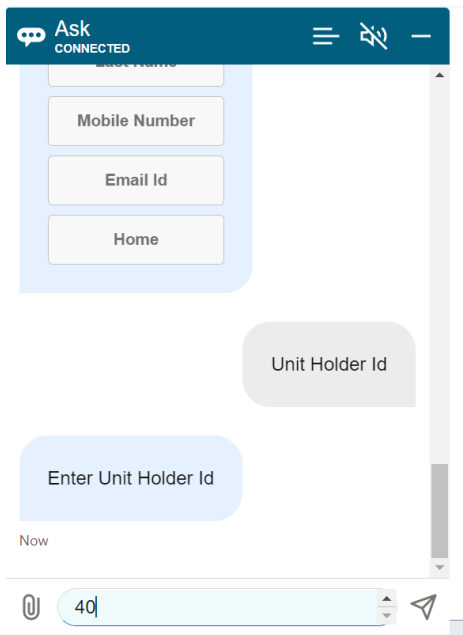
3. Find Unit Holder

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

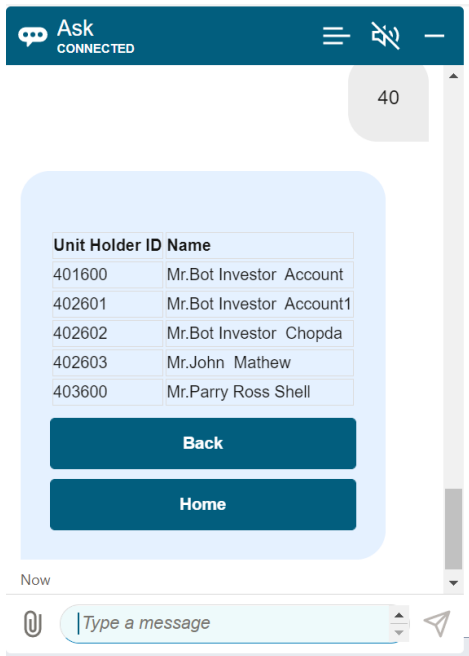
1. Click on 'Find Unit Holder', all the details associated with unit holder are displayed as shown below:



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



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

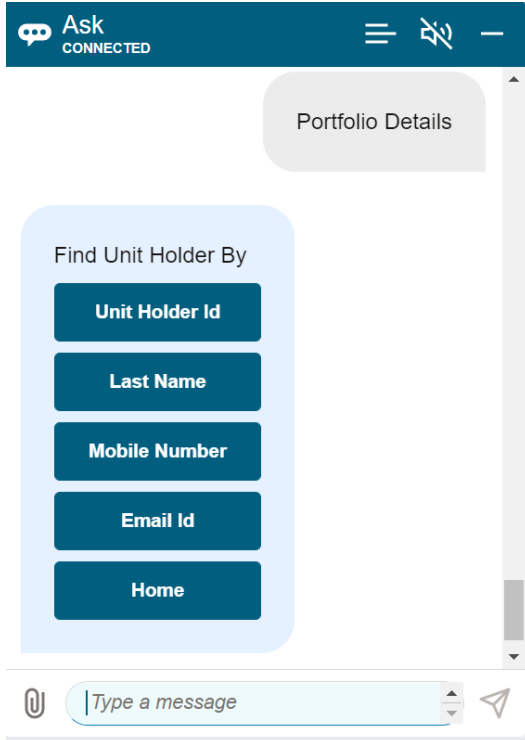


Note: Use option 'Back' to get back to the other options available or use option 'Home' to get back to the Chatbot window.

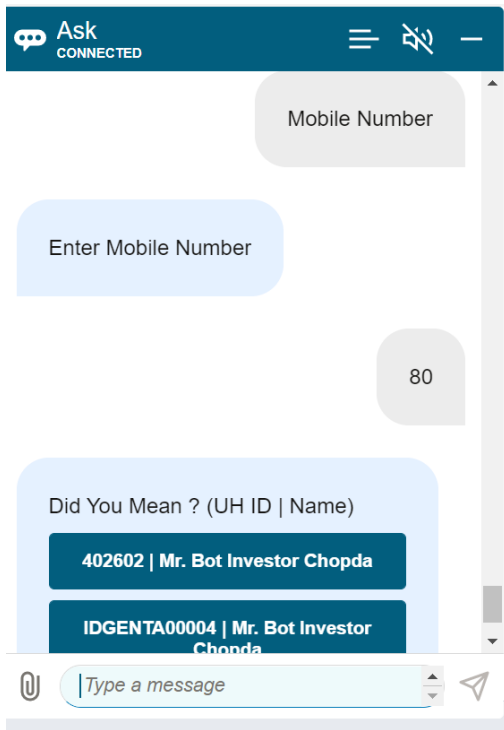
4. Portfolio details

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

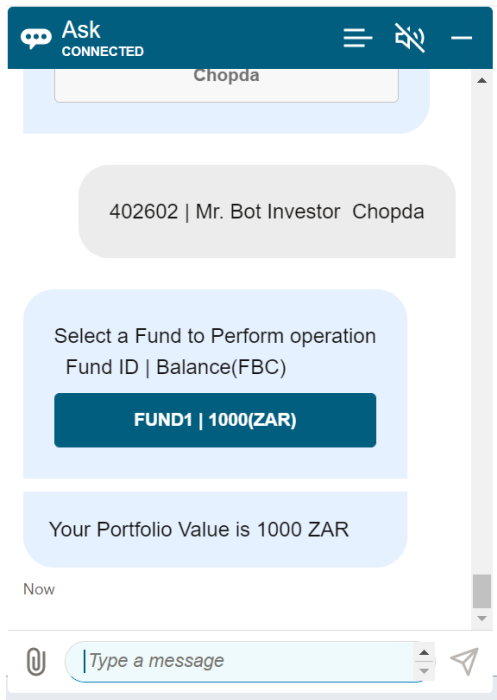
1. Click on 'Portfolio details', all the details associated with it are displayed as shown below:



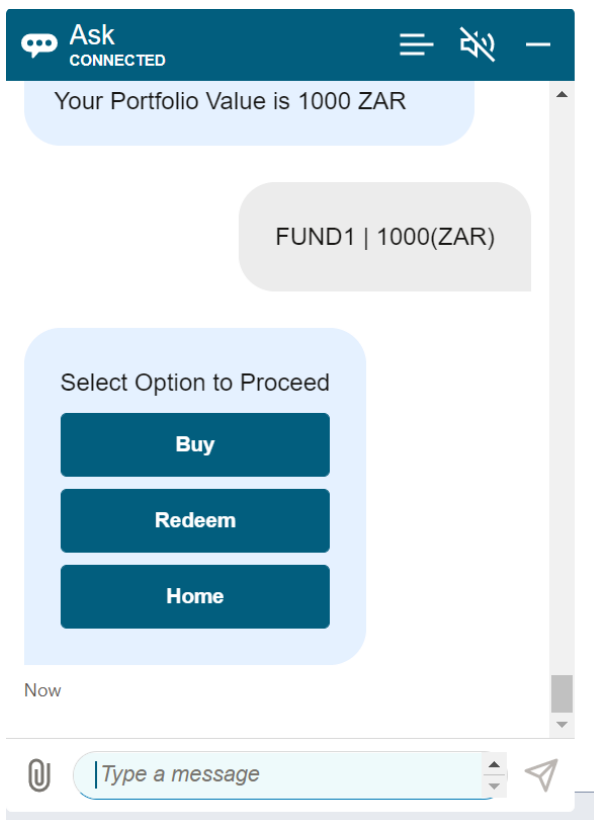
- In case the 'Mobile Number' is selected, the Chatbot displays all the associated values as shown below:



- 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:

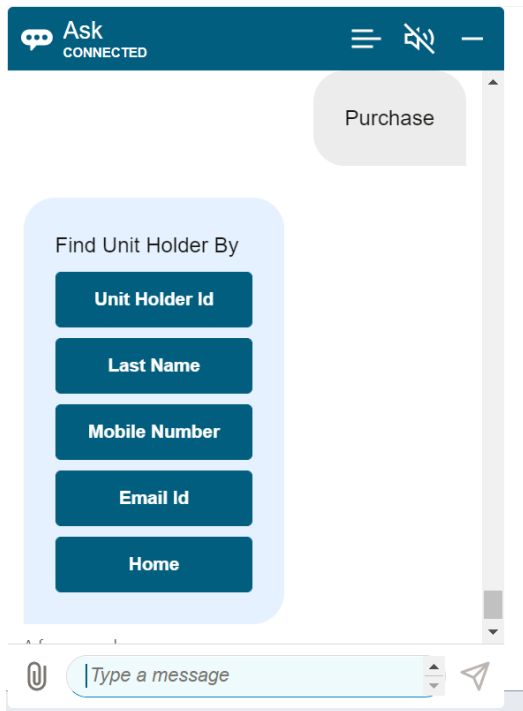


5. Select one of the required options such as to buy or redeem in the fund.

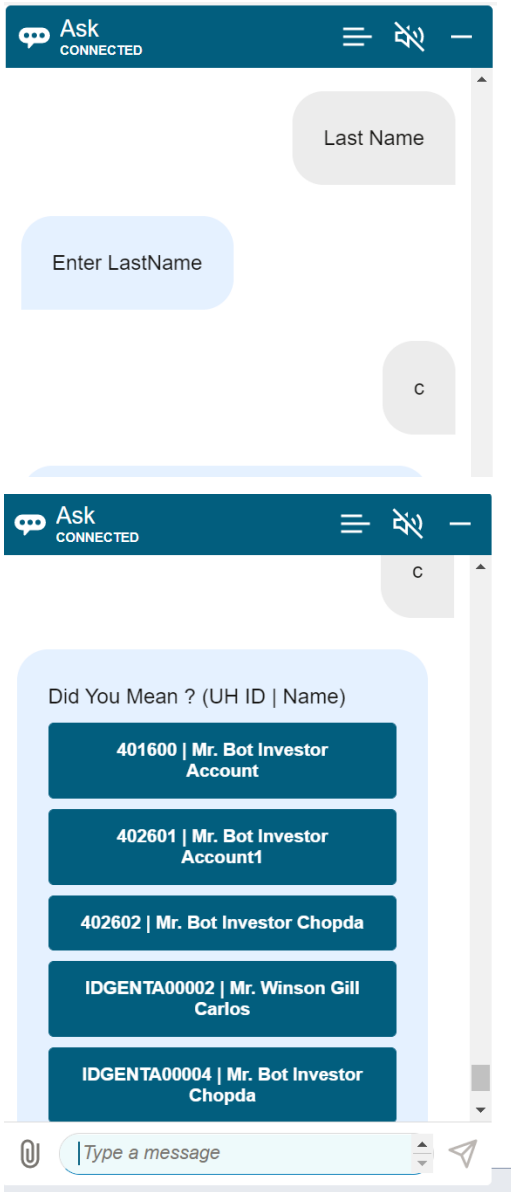
5. Purchase

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

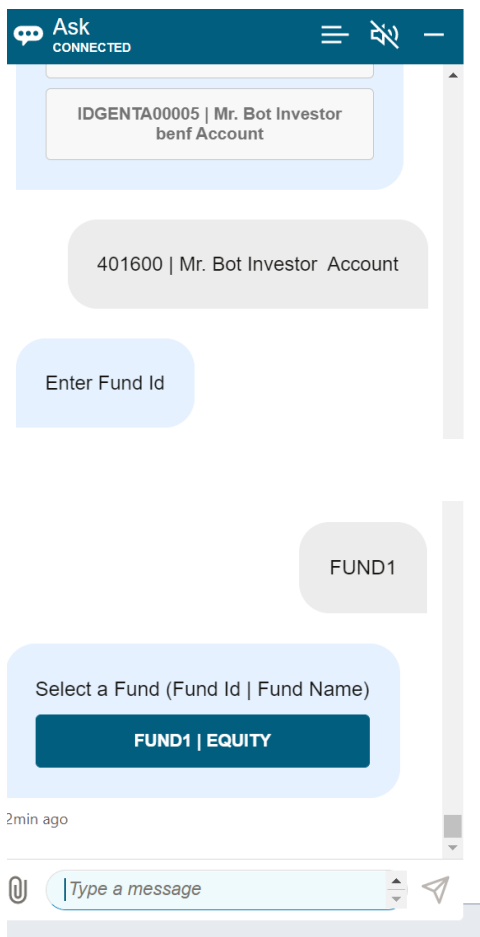
1. Click on 'Purchase', all the details associated with it are displayed as shown below:



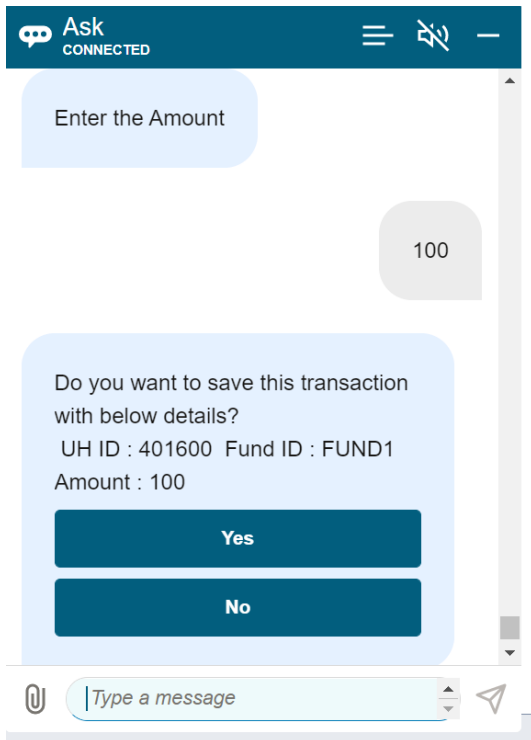
2. In case the 'Last Name' is selected, the Chatbot displays all the associated values as shown below:



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

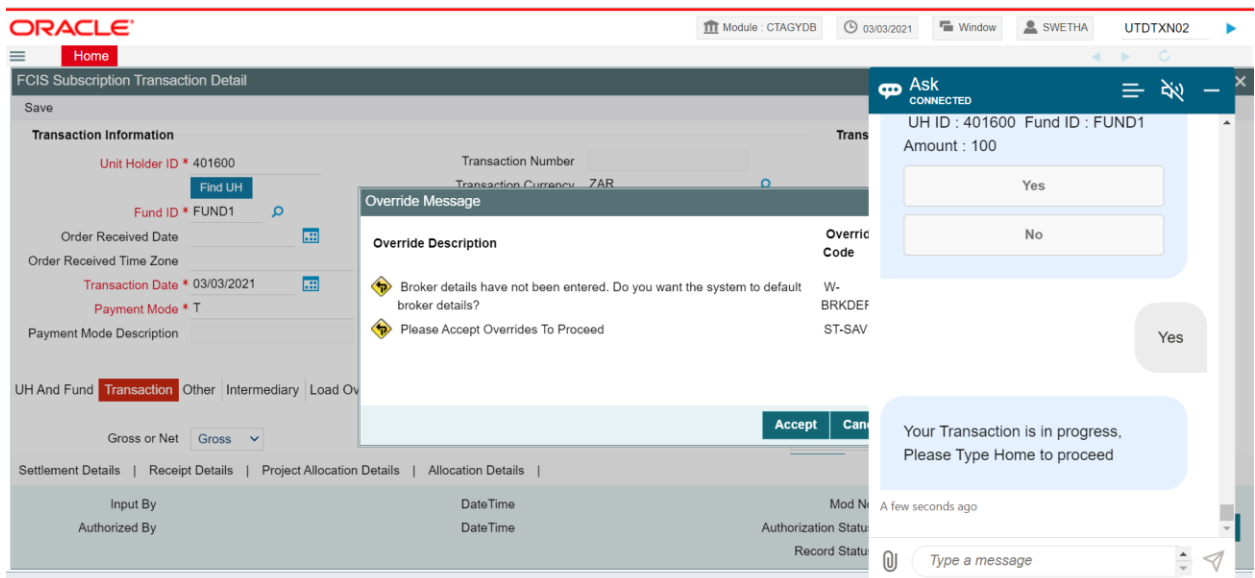


4. Upon selecting the 'Fund', enter the amount you want to purchase.



5. Select if transaction to be saved to complete the purchase. The following options are available for selection:

- Yes
- No

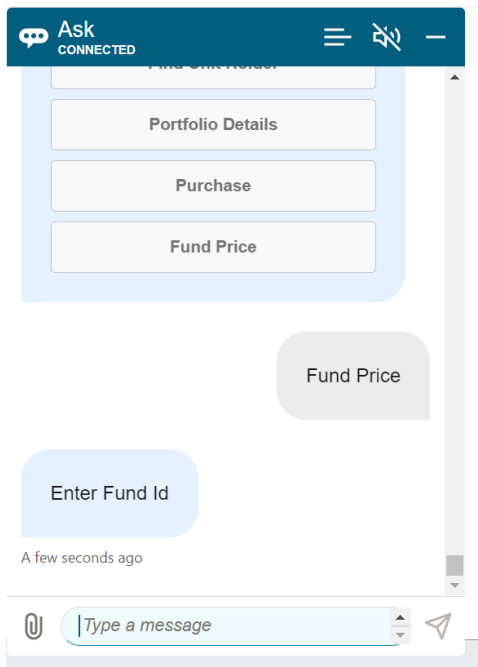


6. When you save the transaction by giving 'Yes', the transaction screen will be invoked and purchase can be made.

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:

