

Fast and seamless self-service

No need to create scenarios from scratch. Easy to incorporate our ready-to-use pre-built scenarios into your business flows. With pre-built intents, Knowvu Virtual Agent is ready to deliver an enhanced customer experience on Day 1.



Hello, I'm Knowvu Virtual Agent, trained in banking operations. How may I help you today?



I'd like to clear my credit card debt.

Your credit card debt is 7200\$. The payment due date is 25.7.2023. How much do you want to pay?

Pay 7200\$ (full amount)

Pay 3600\$ (half amount)

Pay 1440\$ (minimum amount -20%)

Pay 3600\$ (half amount)

Please select the account you want to make the payment from.

Current Account **4789

Saving Account **6453

Current Account **4789

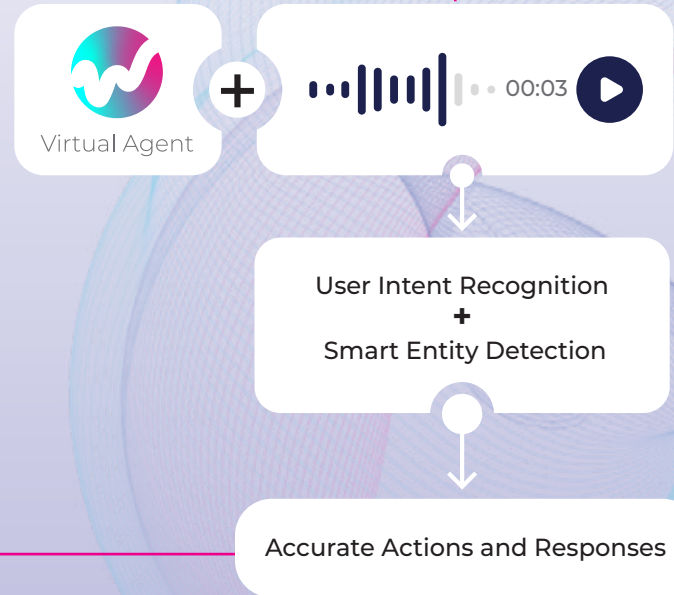
I am paying 3600\$ from your current account. Do you confirm?

Yes

No

Yes

Your credit card debt has been paid.



Prebuilt Banking Virtual Agent intents such as credit card debt payment is ready for the users to interact with using voice or text, whether they want to pay fully or partially, and from any bank account they desire.

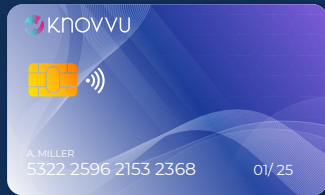


Hello, I'm Knowvu Virtual Agent, trained in banking operations. How may I help you today?



I'd like to renew my card.

I noticed that the following cards will expire in less than 6 months but are renewable. Please choose the card you want to renew.



Knowvu Platinum Card

20.08.2025
Card Renewal



Renew my Knowvu Platinum Card.

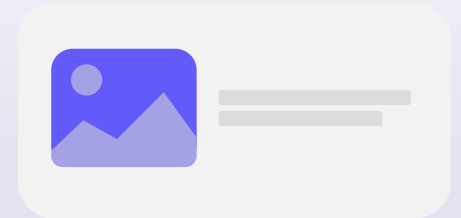
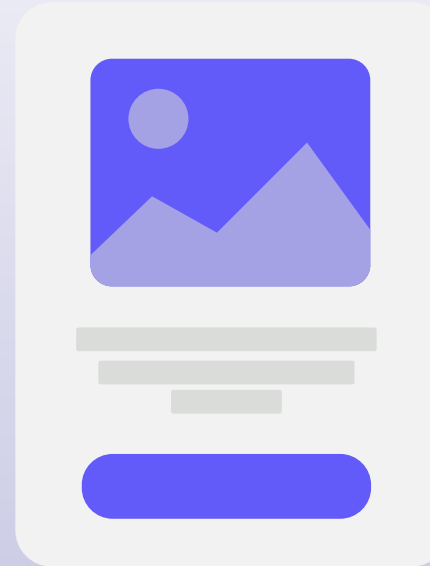
Your request to renew (Knowvu Platinum Card) has been received. Do you confirm that?

Yes

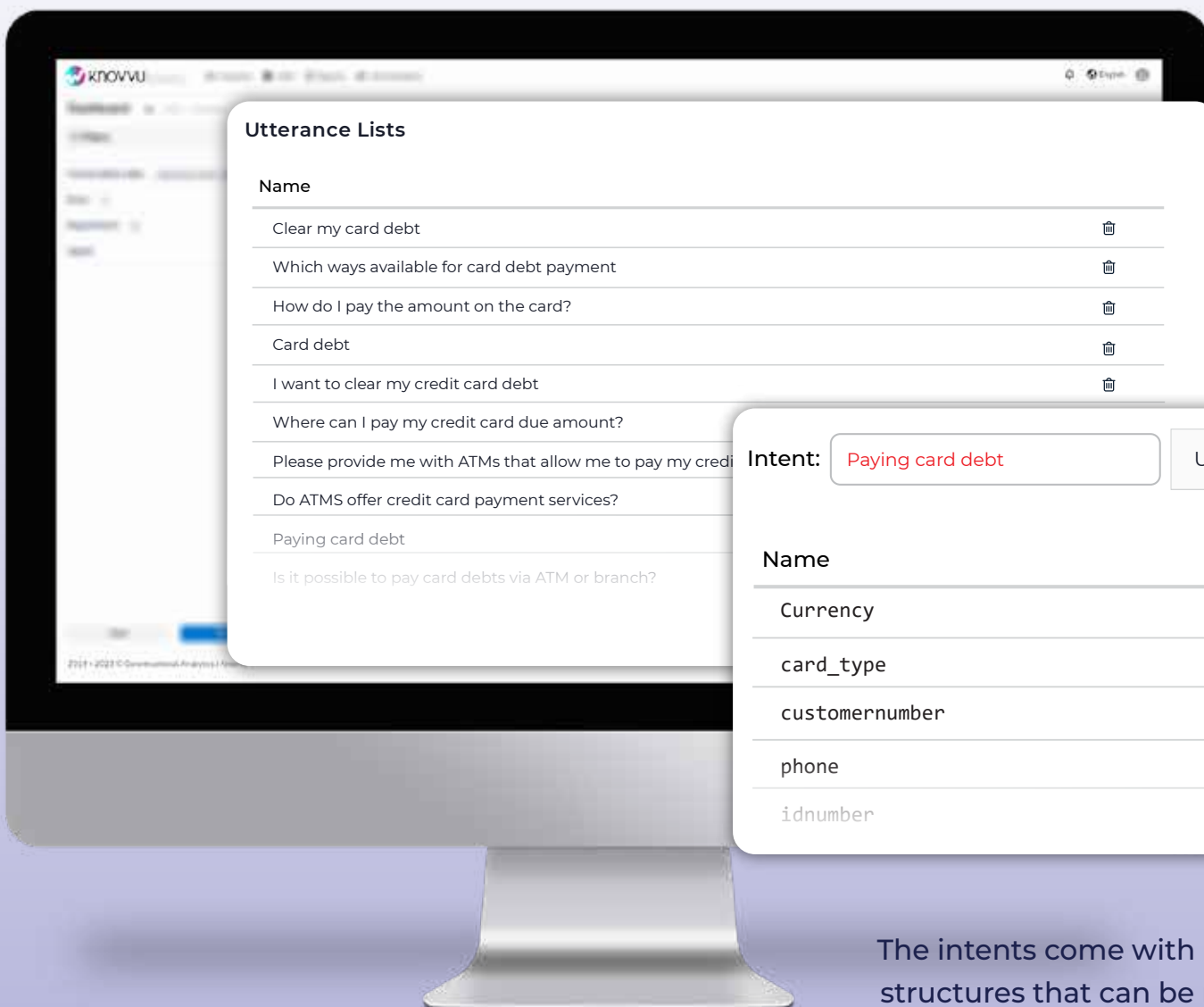
No

Yes

Your card has been renewed.



The prebuilt intents in Banking already have different UX options such as carrousel images, buttons, and more. Ready to be used on your desired channels.



Utterance Lists

Name

Clear my card debt	🗑️
Which ways available for card debt payment	🗑️
How do I pay the amount on the card?	🗑️
Card debt	🗑️
I want to clear my credit card debt	🗑️
Where can I pay my credit card due amount?	
Please provide me with ATMs that allow me to pay my credit card	
Do ATMS offer credit card payment services?	
Paying card debt	
Is it possible to pay card debts via ATM or branch?	

Intent:

Utterances **Entities** Actions

Name

Entity Type

Currency	Prebuilt
card_type	List
customernumber	Regex
phone	Prebuilt
idnumber	Regex

The intents come with pre-built utterances and entity structures that can be modified to be more handy for your banking operations.

SESTEK is a conversational automation company helping organizations with conversational solutions to be data-driven, increase efficiency and deliver better experiences for their customers. **SESTEK's** AI-powered solutions are built on text-to-speech, speech recognition, natural language processing and voice biometrics technologies.

SESTEK is a part of **UNIFONIC**.

For more information



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