Knovvu
Virtual Agent

Virtual Agent + ▶

User Intent Recognition
+
Smart Entity Detection

Accurate Actions and Responses

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, Knovvu Virtual Agent is ready to deliver an enhanced customer experience on Day 1.

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

▶ 00:03 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.

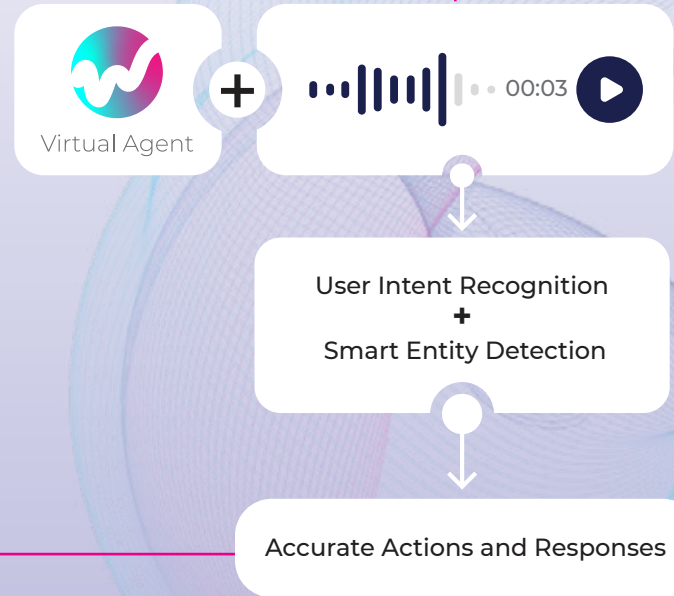Current Account **4789

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.

Virtual Agent + ▶ 00:03

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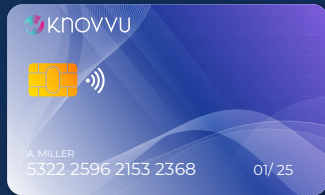
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Hello, I'm Knovvu Virtual Agent, trained in banking operations. How may I help you today?

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.

KNOVVU

A. MILLER
5322 2596 2153 2368   01/ 25

Knovvu Platinum Card

20.08.2025
Card Renewal
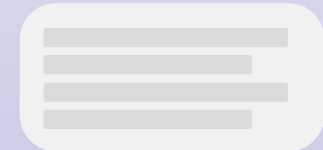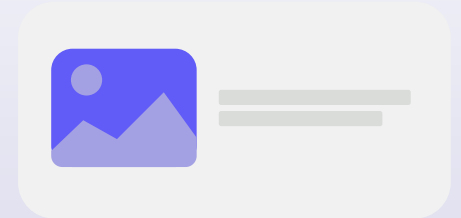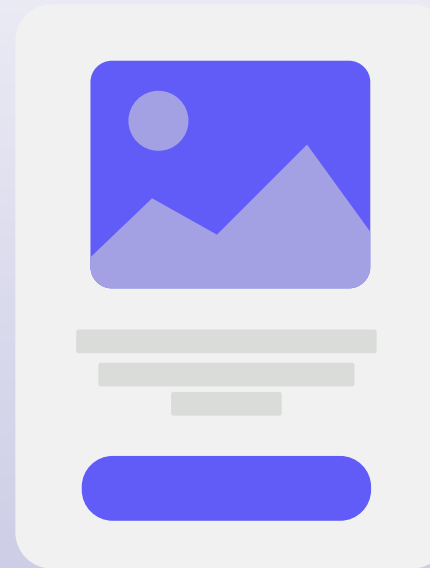
Renew my Knovvu Platinum Card.

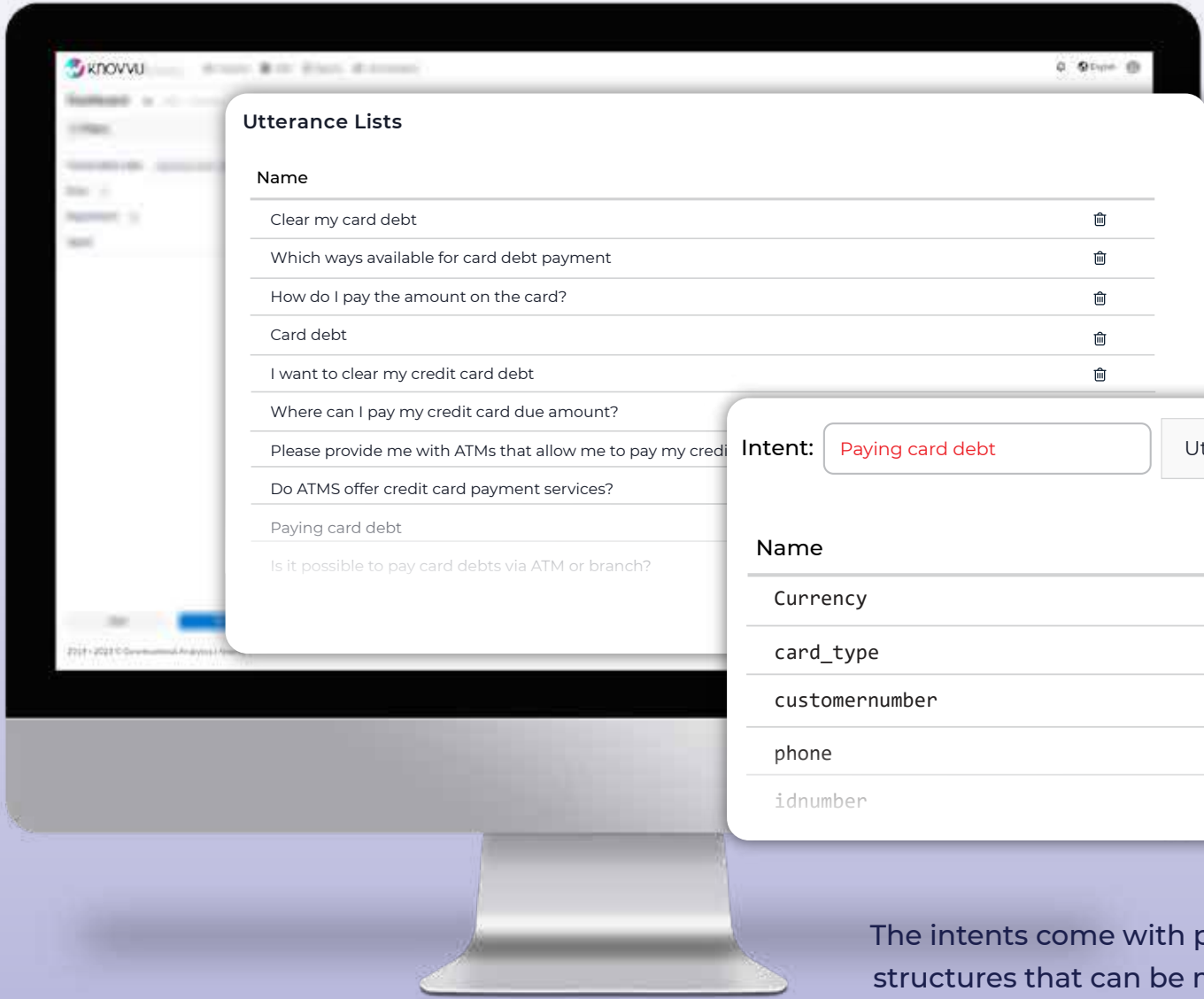Your request to renew (Knovvu Platinum Card) has been received. Do you confirm that?

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 credi	
Do ATMS offer credit card payment services?	
Paying card debt	
Is it possible to pay card debts via ATM or branch?	

Intent: Paying card debt

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.

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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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