

## **PROJECT DESIGN PHASE – I**

### **PROPOSED SOLUTION:**

|               |  |
|---------------|--|
| Date          | 27 <sup>th</sup> September 2022  |
| Team ID       | PNT2022TMID37484   |
| Team Leader   | Nizamul Haq .S (311819205023)  |
| Team Members  | Parnandhi Rohan (311819205024)<br>Mohammed Saad .K (311819205016)<br>MD Zaid .N (311819205017) |
| Domain Name   | Banking and Finance  |
| Project Name  | AI based discourse for Banking Industry  |
| Maximum Marks | 2 marks  |

### **Proposed Solution:**

| S.NO. | Parameter                                   | Description   |
|-------|---|---|
| 1.    | Problem statement<br>(Problem to be solved) | To build an efficient AI based banking chatbot or banking assistant to effectively to curb out the following constraints: <ul style="list-style-type: none"><li>• Guiding customer on account creation, net banking, etc.,</li><li>• Answering queries regarding financial and loan instantly.</li></ul>                                |
| 2.    | Idea / Solution description                 | The following approaches are used to built an efficient chatbot for banking industry: <ul style="list-style-type: none"><li>• IBM Watson Assistant – To build chatbot interface</li><li>• Flask – Web framework for the chatbot</li><li>• NLP – Answering customer queries</li><li>• AI, DL – To Automate the banking process</li></ul> |

|    |                                       |   |
|----|---------------------------------------|---|
| 3. | Novelty / Uniqueness                  | This AI powered chatbot gives a 24*7 efficient automated banking process to both customers and staffs by giving solutions their queries which saves time and effort.              |
| 4. | Social Impact / Customer Satisfaction | This Chatbot provides a huge and effective banking process to the Banking staff, customer, borrowers, lenders, depositor etc.,  |
| 5. | Business Model (Revenue Model)        | By implementing this Chatbot banks can enable more reliable services to customers which gains customer loyalty and saves the cost needed for manual support.                      |
| 6. | Scalability of the solution           | Implementing this Chatbot banks can manage and measure demands in the sectors and improve the profit for the management with the help of measured volumes of the needed services. |