Ideation Phase
Brainstorm & Idea Prioritization
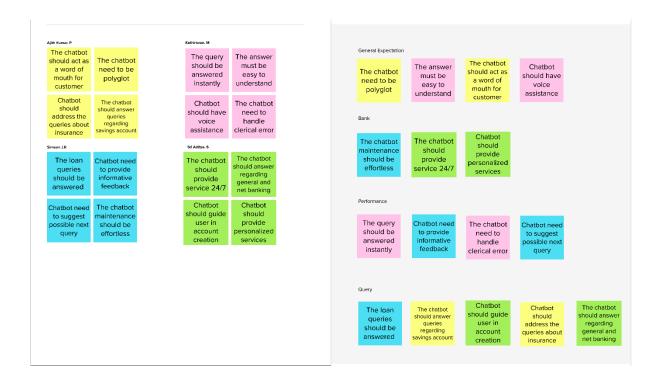
Date	19 September 2022
Team ID	PNT2022TMID18026
Project Name	AI based discourse for Banking Industry
Maximum Marks	4 Marks

Brainstorm & Idea Prioritization:

Step-1: Team Gathering, Collaboration and Select the Problem Statement

Step-2: Brainstorm, Idea Listing and Grouping

Ajith Kumar. P

- The chatbot should act as a word of mouth for customer
- The chatbot need to be polyglot
- Chatbot should address the queries about insurance
- The chatbot should answer queries regarding savings account

Kathiravan. M

- The query should be answered instantly
- The answer must be easy to understand
- Chatbot should have voice assistance
- The chatbot need to handle clerical error

Simeon J.R

- The loan queries should be answered
- Chatbot need to provide informative feedback
- Chatbot need to suggest possible next query
- The chatbot maintenance should be effortless

Sri Aditya. S

- The chatbot should provide service 24/7
- The chatbot should answer regarding general and net banking
- Chatbot should guide user in account creation
- Chatbot should provide personalized services

General Expectation

- The chatbot need to be polyglot
- The answer must be easy to understand
- The chatbot should act as a word of mouth for customer
- Chatbot should have voice assistance

Bank

- The chatbot maintenance should be effortless
- The chatbot should provide service 24/7
- Chatbot should provide personalized services

Performance

- The query should be answered instantly
- Chatbot need to provide informative feedback
- The chatbot need to handle clerical error
- Chatbot need to suggest possible next query

Query

- The loan queries should be answered
- The chatbot should answer queries regarding savings account
- Chatbot should guide user in account creation
- Chatbot should address the queries about insurance
- The chatbot should answer regarding general and net banking

Step-3: Idea Prioritization

Importance

If each of these tasks could get done without any difficulty or cost, which would have the most positive impact?

- Chatbot should have voice assistance
- The chatbot need to be polyglot
- The chatbot should provide service 24/7
- The chatbot maintenance should be effortless
- The chatbot need to handle clerical error
- The chatbot should act as a word of mouth for customer

Feasibility

Regardless of their importance, which tasks are more feasible than others? (Cost, time, effort, complexity, etc.)