

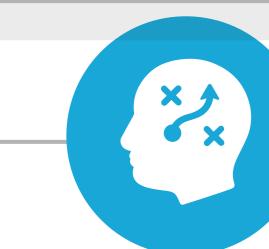
Problem statement

What problem are you trying to solve? Frame your problem as a How Might We statement. This will be the focus of your brainstorm.



PROBLEM

Conversational Banking is a smarter way to retain the customers by offering them a quick response to their queries. But the problem is to train the bank employees to get knowledge to answer every query to customers. More over the employee cant be available 24*7 and may not be have to create a AI based discourse for banking



Key rules of brainstorming To run an smooth and productive session











Encourage wild ideas.



Brainstorm

Write down any ideas that come to mind that address your problem statement.



Ajith Kumar. P

should act as The chatbot

Simeon J.R

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

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

Sri Aditya. S

should provide service 24/7	should answ regarding general and net banking
Chatbot	Chatbot
should guide	should
user in	provide
account	personalize



Group ideas

Take turns sharing your ideas while clustering similar or related notes as you go. Once all sticky notes have been grouped, give each cluster a sentence-like label. If a cluster is bigger than six sticky notes, try and see if you and break it up into smaller sub-groups.



General Expectation

need to be

must be easy to

should have

Bank

provide

Chatbot

Performance

The query Chatbot need answered



Prioritize

Your team should all be on the same page about what's important moving forward. Place your ideas on this grid to determine which ideas are important and which are feasible.

① 20 minutes

