

Ideation Phase

Define the Problem Statements

Date	10 September 2022
Team ID	PNT2022TMID27784
Project Name	Project - AI based discourse for Banking Industry
Maximum Marks	2 Marks

Customer Problem Statement :

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	Only knows regional language of his/her own.	Take help from the Chat-bot for creating an account	I can't understand it.	It's in English or Hindi	Dumb
PS-2	Student	whether I need pan card for creating an account as new user	It is not showing anything related to it.	It's redirecting to other websites or shows about creating an account	Irritated
PS-3	Traveller	Connect with the chat-bot	It's not connecting	I have no internet Access	Useless
PS-4	Depositor	Ask queries about depositing money	Afraid of my account details	Don't know whether I can trust the chat bot	Afraid
PS-5	General customer	Ask query	But it has limited queries options.	The query I am searching is not in the options	Frustrated