Date	17 September 2022
Team ID	PNT2022TMID27784
Project Name	Project - AI based discourse for Banking Industry
Maximum Marks	4 Marks

Brainstorm & Idea Prioritization :

1. **Multilingual chat-bot:**
- While interacting with a chat-bot, customers prefer having conversations in their native language.
- However, creating a separate chat-bot for each language is neither feasible nor economical for organizations.
- A multilingual chat-bot or a polyglot bot is capable of supporting and conducting conversations in multiple languages to amplify your reach and scale your localization efforts.
- Customers generally trust brands that offer services in their native language more than the ones who don't.
- Multilingual chat-bots speak to users in different languages, across regions and countries and accelerate your localization efforts.

2. **SMS Chat-bots:**
- SMS Chatbots are a convenient way for businesses to interact with customers, prospective customers, and employees.
- A chatbot is an artificial intelligence system that can interact with humans through natural language messages.
- It provides automated responses to customer inquiries, answers frequently asked questions, and offers recommendations for products or servicesSMS Chatbots are a convenient way for businesses to interact with customers, prospective customers, and employees.
- A chatbot is an artificial intelligence system that can interact with humans through natural language messages.
- It provides automated responses to customer inquiries, answers frequently asked questions, and offers recommendations for products or services.

- WhatsApp Chatbot helps automate your sales and customer support. Engage everyone who matters for your business on the largest messaging app.
- Website chatbot helps to automate customer support, improve marketing activities, and generate leads.
- Let the chatbot solve routine & common queries

3. Machine learning:

- Machine learning query optimization changes this by learning from actual query performance and iterating on the suggestion it makes for which path the query should take.
- In this way, it mimics neural network patterns to learn from experience. Machine learning is an important component of the growing field of data science.
- Through the use of statistical methods, algorithms are trained to make classifications or predictions, and to uncover key insights in data mining projects.
- These insights subsequently drive decision making within applications and businesses, ideally impacting key growth metrics.
- As big data continues to expand and grow, the market demand for data scientists will increase.
- They will be required to help identify the most relevant business questions and the data to answer them.

Brainstorm & idea prioritization

Use this template in your own brainstorming sessions so your team can unleash their imagination and start shaping concepts even if you're not sitting in the same room.

- 🕐 **10 minutes** to prepare
- ⏳ **1 hour** to collaborate
- 👤 **2-8 people** recommended

💬 Share template feedback

Before you collaborate

A little bit of preparation goes a long way with this session. Here's what you need to do to get going.

🕐 10 minutes

A **Team gathering**
Define who should participate in the session and send an invite. Share relevant information or pre-work ahead.

B **Set the goal**
Think about the problem you'll be focusing on solving in the brainstorming session.

C **Learn how to use the facilitation tools**
Use the Facilitation Superpowers to run a happy and productive session.

Open article →

Define your 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.

🕐 5 minutes

To give a firendly chatbot which can be used by everyone with security,different languages,unlimited queries,understanble by everyone,and eager to use it without any fear.

Key rules of brainstorming
To run an smooth and productive session

- Stay in topic.
- Encourage wild ideas.
- Defer judgment.
- Listen to others.
- Go for volume.
- If possible, be visual.

Need some inspiration?

See a finished version of this template to kickstart your work.

Open example →

2

Brainstorm

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

🕐 **10 minutes**

Shiny R

Multilinginual Feature	security
More than Options	Live chat

Mathivathani.B.G

Unlimited Queries	SMS Chatbot
Payment	Analytics about customers

Sri Nandhini.R

Machine learning Queries	Not redirecting to other sites
No manpower all should be given by Chatbot	QR Code Payment

Nithvavarshini.J

different audio accents	24/7 service
Direct connection to databse for informations	sentiment analysis

3

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.
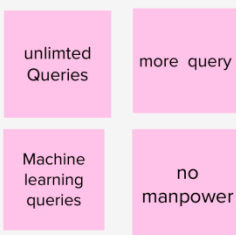
🕐 **20 minutes**

.GROUP 1:

Multilingual Feature	different accents

GROUP 2:

unlimted Queries	more query
Machine learning queries	no manpower

GROUP 3

Security	No redirecting to links

GROUP 4:

SMS Chatbot	24/7 Service
diect connection to database	

GROUP 5:

Sentimental Analysis	Analytics about customers

GROUP 6:

Payment	QR Payment
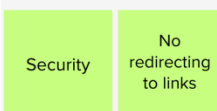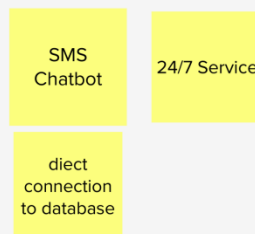
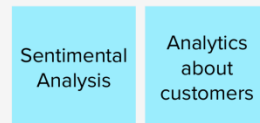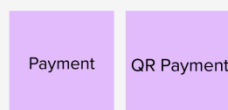## Prioritize

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.

🕐 **20 minutes**

Importance

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

GROUP1: MULTINLINGUAL

Group2:Unlimited Queries

Group 4: SMS chatbot

Group 3: Security

GROUP 5: Analysis

GROUP 6: Payment

TIP

Participants can use their cursors to point at where sticky notes should go on the grid. The facilitator can confirm the spot by using the laser pointer holding the **H key** on the keyboard.

Feasibility

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