



# **BANK OF BARODA HACKATHON - 2022**

**Team Name : Mavericks**

# Agenda

- **Problem Statement?**
- **User Segment & Pain Points**
- **Pre-Requisite**
- **Key Differentiators & Adoption Plan**
- **Azure tools or resources**
- **Supporting Functional Documents**
- **Team members**

# WHY DID YOU DECIDE TO SOLVE THIS PROBLEM STATEMENT?

- More people are getting accustomed to using voice-activated devices like Alexa, Siri and Google Assistant to do their everyday web searches, manage tasks, get directions, ask questions or give commands to smart devices within their homes. As voice technology gets more efficient and accurate, it could be easier for many people to conduct their banking by just talking to a virtual assistant on their phone, instead of entering information manually
- If you want to get basic information about your bank account—without having to call customer service or scroll through the website—these virtual assistants can put the data at your fingertips.-track check payments
- So that we have chosen virtual assistant as our problem statement.



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# USER SEGMENT

This product would help in every banking sector as a virtual assistant to help the customers. The account holders would be satisfied as their queries are answered within seconds with a clear explanation.



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# PAIN PONITS

## More time

In the current method,it takes more time to answer the queries of customers.

## Not available 24x7

Customer service cannot be available for the whole day,if available it needs for human resource.

## Cost-effectiveness

It takes more cost,as we provide salary for workers in customer care.

## Human requirements

Human requirements are more needed to answer the queries of the customers.



# WHAT ARE THE ALTERNATIVES/COMPETITIVE PRODUCTS FOR THE PROBLEM YOU ARE SOLVING?

Most of the process of answering customer queries is being done by human resources. It is time consuming and sometimes humans can answer false information to users.

Thus human resource is the alternative for the solution.

To overcome such situations or problems virtual assistant can be used.



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# KEY DIFFERENTIATORS & ADOPTION PLAN

## HOW IS YOUR SOLUTION BETTER THAN ALTERNATIVES AND HOW DO YOU PLAN TO BUILD ADOPTION?

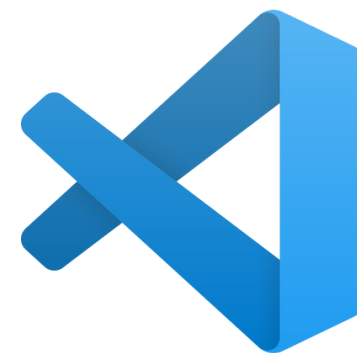
Our product or Solution can give a precise or accurate answer to the customers. Virtual assistant can give a detailed information for the customer query than the existing method. Our solution bring greater convenience, speed, lower friction, and increased accessibility to the customers. For banks, it brings a new wave of technological innovation centered around customer interactions with new channels of communications powered by social messaging platforms, voice assistants, and mobile devices.

The smartest banks seek to build ongoing relationships with their customers, helping them get what they need and want from their money, and creating trust and adding value along the way. Today's banking virtual assistants are part of the next evolution of digital banking. Look for more banks to add these tools to their mobile apps as part of the continuing effort to better understand their customers and help customers understand their money.

# AZURE TOOLS OR RESOURCES



**Git Hub**



**VS code**



**Azure ML  
workspace**





# SUPPORTING FUNCTIONAL DOCUMENTS




The primary purpose of virtual assistant is to support the customers in an effective manner. It also reduces the man power and works effectively.

Our model consist of voice assistant and text assistant to answer the query of the customers in an effective manner.



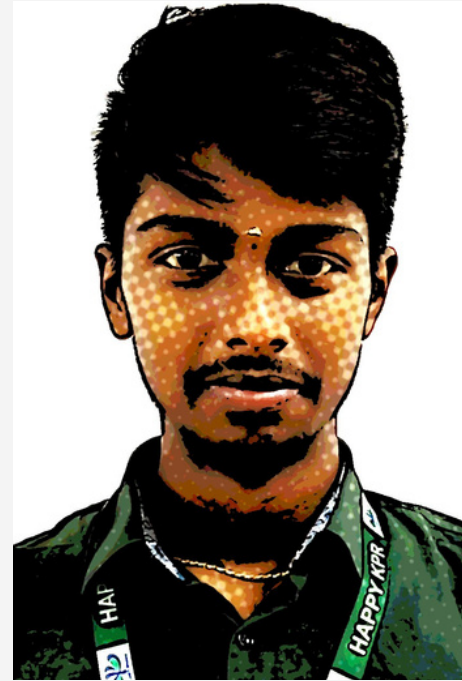
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# TECHNOLOGY USED:

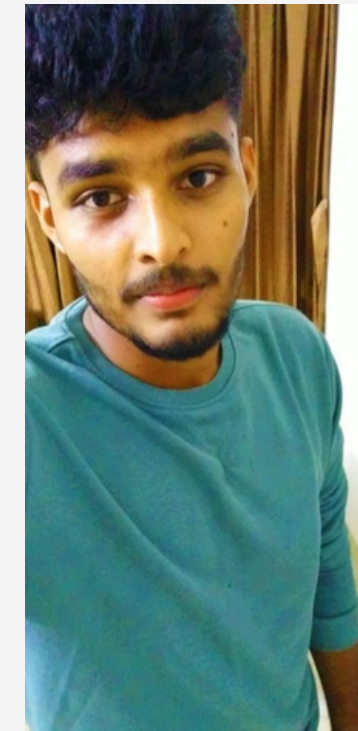
- **Python** 
- **Front-end languages (User-Interface)** 
- **Database** 

# TEAM MEMBERS

 **Santhosh Kumar S**  
(leader)



 **Davis L**



 **Santhosh S**



 **Kishore Kumar**

