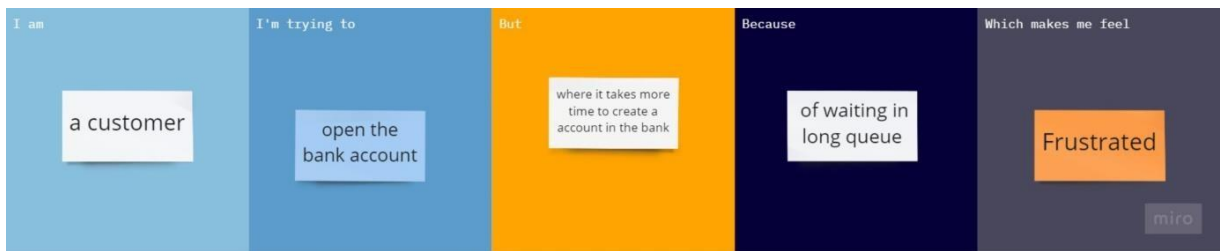| Date	21 October 2022
Team ID	PNT2022TMID12391
Project Name	Project - AI based discourse for Banking Industry
Maximum Marks	2 Marks

PROBLEM STATEMENT:

The bank doesn't give the proper customer support to solve the queries of the customer. Our project based on AI based discourse for Banking Industry - The AI assistant is nothing but a Chatbot which helps the customers to inquire about the issues they are facing, without having human interaction. The main reason of having Chatbot that provides 24x365 customer support. Customer service is the most crucial part for expanding the business. The AI assistant will identify the customer needs and respond accordingly to solve the problems of the customer. The banking system plays a major role for developing the country.

Who does the problem affect?	A customer of the bank.
What are the boundaries of the problem?	Customers who have queries related to banking or trying to use various services of the bank.
What is the issue?	Customer need to visit the bank to solve their queries even though the employee's can't handle large number of customer's at a time.
When does the issue occur?	It occurs when the customer is unable to visit a bank.
Where does the issue occur?	It occurs in banking sectors.
Why is it important that we fix the problem?	It helps the customer to solve their queries anywhere anytime.
What solution to solve this issue?	Chatbot helps to solve various customer's query at a time like creating bank account, solving queries related to loans, netbanking and so on. AI powered chatbot will solve the queries of the customer quickly and efficiently.
What methodology used to solve the issue?	Artificial intelligence mimic's the human brain in order to communicate with the Chatbot like actual human.

P1:

I am	I'm trying to	But	Because	Which makes me feel
a customer	open the bank account	where it takes more time to create a account in the bank	of waiting in long queue	Frustrated

P2:

I am	I'm trying to	But	Because	Which makes me feel
a student	know the features that are available in the bank	where it takes more time	to meet the person in real	uncomfort

P3:

I am	I'm trying to	But	Because	Which makes me feel
old cusomer	verify my bank details	i need to travel to the bank	i need to commuicate to the employee to complete my work	exhausted