

## Ideation Phase

### Define the Problem Statements

Date	19 September 2022
Team ID	PNT2022TMID52869
Project Name	AI BASED DISCOURSE FOR BANKING INDUSTRY
Maximum Marks	2 Marks

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A school student	Create a new bank account	Don't know where to start	I am inexperienced	Helpless and embarrassed.
PS-2	A farmer	Get a loan	Unable to get step by step instructions from bank	Bank employees don't value me as a customer	Helpless and upset
PS-3	A woman	Send money to my son	Am not familiar with online banking	I don't have experience with online banking	Frustrated since I can't help my son
PS-4	A bank employee	Help as many people as possible	I am overloaded with work	The bank is always crowded	Helpless
PS-5	A local store owner	Get my queries cleared	I can't go to the bank physically	The bank is far away	Clueless and confused
PS-6	Business owner	Get bank statement and records	I only get time to visit the bank after 9pm	I am overloaded with my business	Frustrated and helpless
PS-7	A college student	Create a second bank account	Unfamiliar with the bank website's working	There are changes in the bank website	Annoyed
PS-8	A villager	Help my fellow villagers with online banking	The bank website is unclear and keeps changing	The website keeps updating and I'm not able to keep up	Upset
PS-9	A	Get my banking related queries cleared.	The bank website doesn't have answers for my specific questions	The information in the website is generic	Embarrassed

