



Brainstorm

Ideas of the team

- 🕒 Implementable ideas raised in the brainstorming session

Aswanth

Making it easy for the users to communicate

Involving NLP to make interactive communication

Make all necessary details readily available

Make Contextual Data a Core Component of Your Customer Service Strategy.

Utilise Watson assistants full potential

Give the customer a sense of self servicing

Promote financial literacy

Develop a Truly Omnichannel Customer Experience

Provide installment alert calls using AI

Yokesh

Help customers with issues that can be non-complex but urgent.

Eliminate voice call usage

Use more audio for interactive experience

Use local and natural human like conversation

Effectively handle financial queries

Calculate interest and other financial stats

Ensure 24/7 support

Credit card and other issues can also be addressed

Provide direct access to account details

Sunil Kumar

To avoid confusion for the customers

To enhance the transparency for the customers

Better Risk Mitigation

Tackle Suspicious Activities

Customer Support with just One Tap

Easy & Uncomplicated Lead Generation

Make Secure Payments

Use deep learning models to track user queries and solve them

help with non complex and urgent issues

Sriram

Provide better authentication

Display transaction history

Reduce human involvement

Ensure user interface is optimal

Take care of complex tasks too

Cut down the costs

Provide realted solutions avoid ambiguity

Improve efficiency of banking personnel ny automating customer support

To save the resource and time of the customers



Prioritize

Priority based assembling done of all the presented ideas

- 📊 Graph format representation



Importance

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



Feasibility

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

