

## 3. TRIGGERS

Fancy user interface and comfortable transfer and updating of information is the only trigger that we can account here

## 10. YOUR SOLUTION

There are a lot of banking bots owned by banks. We can use the already available user information and design an intelligent agent for delivering a perfect discourse system

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## 8. CHANNELS of BEHAVIOUR

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Customers try the website of the bank and try calling the customer support people. They try raising queries if a terminal is present

4. EMOTIONS: BEFORE / AFTER They feel scared about their account if the data is inaccurate They might feel frustrated if their queries are unsolved	
After usage: They'll feel confident about the discourse system.	