

Ideation Phase
Brainstorm & Idea Prioritization

Date	17 September 2022
Team ID	PNT2022TMID27760
Project Name	Project - AI based discourse for Banking Industry
Maximum Marks	4 Marks

Brainstorm & Idea Prioritization:

- **SERVER LINKING:**

The project will be focused on different ways to make the Chatbot successful. One of the ways is to link the Banking server with IBM Watson so we can get all the details regarding our account in the Chatbot which improves the service of it.

- **MULTIPLE LANGUAGES:**

The project provides access to multiple languages conversation which makes the customer experiences way better. Implementation of different languages in the resources pool will provide chat service with multiple languages to chat with the Chatbot.

- **NLP:**


This project aims to develop a friendly Chatbot which is based on implementing the basic fundamentals of Natural Language Processing(NLP) to provide a user friendly and efficient Chatbot service to satisfy the customer needs.

Reference:

<https://app.mural.co/invitation/mural/ainutrition4264/1667208382080?sender=u71cea5f9692b1c447c051207&key=fc70af38-1772-4552-9bb1-4faae7f4e8b7>

Step-1: Team Gathering, Collaboration and Select the Problem Statement

Template



Brainstorm & idea prioritization

Use this template in your own brainstorming sessions so your team can unleash their imagination and start shaping concepts even if you're not sitting in the same room.

🕒 10 minutes to prepare

🕒 1 hour to collaborate

👥 2-8 people recommended

🗨️ Share template feedback

➡️

Before you collaborate

A little bit of preparation goes a long way with this session. Here's what you need to do to get going.

🕒 10 minutes

A

Team gathering
Define who should participate in the session and send an invite. Share relevant information or pre-work ahead.

B

Set the goal
Think about the problem you'll be focusing on solving in the brainstorming session.

C

Learn how to use the facilitation tools
Use the Facilitation Superpowers to run a happy and productive session.

📄 Open article

➡️

1

Define your problem statement

What problem are you trying to solve? Frame your problem as a How Might We statement. This will be the focus of your brainstorm.

🕒 5 minutes

PROBLEM

How might we [your problem statement]?

🧠

Key rules of brainstorming

To run a smooth and productive session

🗣️ Stay in topic.

💡 Encourage wild ideas.

🕒 Defer judgment.

👂 Listen to others.

🗣️ Go for volume.

👁️ If possible, be visual.

Step-2: Brainstorm, Idea Listing and Grouping

2

Brainstorm

Write down any ideas that come to mind that address your problem statement.

🕒 10 minutes

GOPINATH.S

Sentiment Analysis	Make it Simple
Round-the-Clock Support	Location Based Services

MANOJA

Use Of NLP	Use Of Interaction Analytics
Feeding of new Information	Linking of Server

PRAJITH.M.P

Security	Multi-channel
Respond to FAQs	Two Communication

SUDARSHAN.B

Data Privacy	Support of Multiple Languages
Reports & Analytics	Reliability

3

Group ideas

Take turns sharing your ideas while clustering similar or related notes as you go. Once all sticky notes have been grouped, give each cluster a sentence-like label. If a cluster is bigger than six sticky notes, try and see if you can break it up into smaller sub-groups.

🕒 20 minutes

GROUP IDEAS:

1. Multiple Language Support- We can feed more language resources in the database for providing of different languages for the customer.
2. Use of NLP- Use Natural Language Processing (NLP) to make Chatbots seem friendlier. It provides friendly feedback.
3. Use of Interaction Analysis- Use Interaction Analytics will make Chatbots more Conversational. This is a breakdown of all of the activities of the business area in the enterprise that are being worked on.
4. Linking of Server- We can connect IBM Watson with banking server so that we can get all information about our bank account.

Step-3: Idea Prioritization

4

Prioritize

Your team should all be on the same page about what's important moving forward. Place your ideas on this grid to determine which ideas are important and which are feasible.

🕒 20 minutes

