

## Ideation Phase

### Define the Problem Statements

Date	10 September 2022
Team ID	PNT2022TMID27760
Project Name	Project - AI based discourse for Banking Industry
Maximum Marks	2 Marks

#### Customer Problem Statement :

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	Student	I need to know my passbook status which I have been applied earlier	It is not responding	Its showing how to apply or showing customer care number	Useless
PS-2	General user	Communicate with chatbot	I can't understand	It is in English only	Dumb
PS-3	Depositor	Ask queries about depositing money	Afraid of my account details	Don't know whether I can trust the chat bot	Afraid
PS-4	General customer	Ask query	But it has limited queries options.	The query I am searching is not in the options	Frustrated