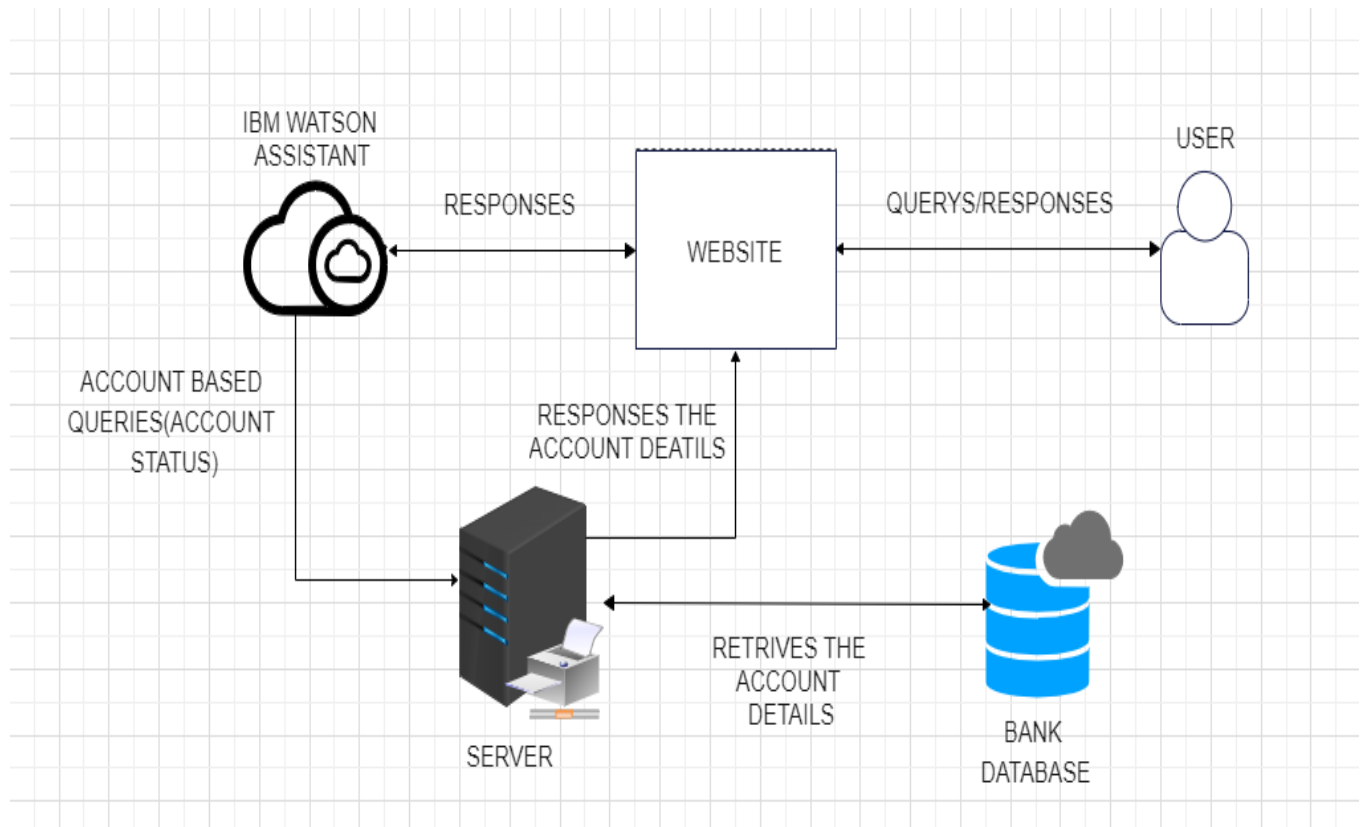


Project Design Phase-I Solution Architecture

Date	01 October 2022
Team ID	PNT2022TMID27760
Project Name	Project - AI based discourse for Banking Industry
Maximum Marks	4 Marks



1. The customer asks the queries in a website/mobile-app chatbot.
2. The chatbot has the IBM Watson Assistant for NLP process
3. If the query is general like creation of account then itself responses from training data's
4. If the query is related to bank's details like change of pin, account status, etc... then it connects to the bank server
5. Where the bank server is connected with bank database(customer's details)
6. The bank databases are retrieved and then the responses is given directly to customer through website.