

Project Design Phase-I Problem – Solution Fit

Date	22 September 2022
Team ID	PNT2022TMID40098
Project Name	Project – Ai Based Discourse for Banking Industry
Maximum Marks	2 Marks

Project Title: Ai Based Discourse for Banking Industry

Project Design Phase-I - Solution Fit

Team ID: PNT2022TMID40098

Define CS, fit into CC	1. CUSTOMER SEGMENT(S) CS A person who has an bank account and the person who wishes to create an account in Bank.	6. CUSTOMER CONSTRAINTS CC Cannot be used during offline. Technical Issues.	5. AVAILABLE SOLUTIONS AS <ul style="list-style-type: none"> Internet Banking Phone Banking 24/7 support 	Explore AS, differentiate
	2. JOBS-TO-BE-DONE / PROBLEMS J&P Customer gets struck during their transaction i.e. pending, Refund. Solution: Chatbot addresses the reason and guides them with the solution User who does not have knowledge about the credit card plan and policy Solution: Chatbot guides them with their required plans and policies.	9. PROBLEM ROOT CAUSE RC Lack of communication between the customer and the bank managers.	7. BEHAVIOUR BE The chatbot works effectively in all the scenarios.	
Identify strong TR & EM	3. TRIGGERS TG The easy user interface and the effectiveness of the chatbot , makes other customer to use.	10. YOUR SOLUTION YS The main idea of the project is to <ul style="list-style-type: none"> Provide customer convenience to cutoff operational expenses Chatbot addresses the queries regarding transaction and resolves them 24/7 support User does not have knowledge about the credit card plans and policy 	8. CHANNELS of BEHAVIOUR CB Online: Provides a complete assistance and effectively answers customer queries Offline: Cannot access chatbot	Identify strong TR & EM
	4. EMOTIONS: BEFORE / AFTER E Before: More complex customer needs are difficult to meet No proper updating in customer details After: flexible in using UI Quality of service is good Convenience			