

Ideation Phase
Define the Problem Statements

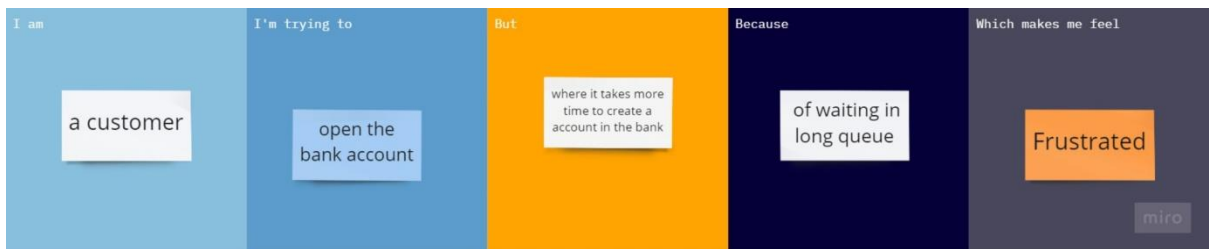
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| Date | 15 September 2022 |
| Team ID | PNT2022TMID40098 |
| Project Name | Project - AI based discourse for Banking Industry |
| Maximum Marks | 2 Marks |

PROBLEM STATEMENT:

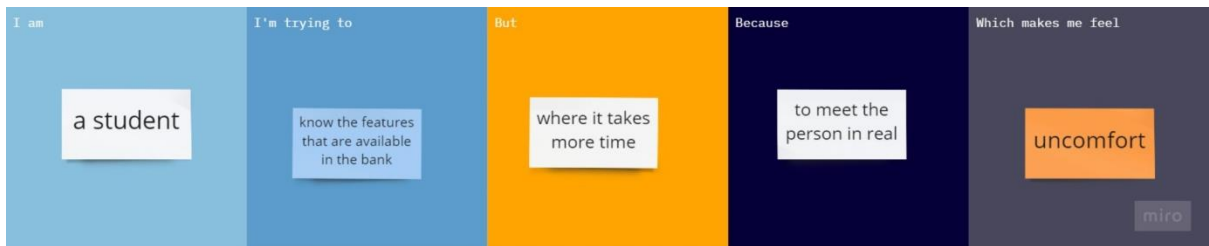
The bank doesn't give the proper customer support to solve the queries of the customer. Our project based on AI based discourse for Banking Industry - The AI assistant is nothing but a Chatbot which helps the customers to inquire about the issues they are facing, without having human interaction. The main reason of having Chatbot that provides 24x365 customer support. Customer service is the most crucial part for expanding the business. The AI assistant will identify the customer needs and respond accordingly to solve the problems of the customer. The banking system plays a major role for developing the country.

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| Who does the problem affect? | A customer of the bank. |
| What are the boundaries of the problem? | Customers who have queries related to banking or trying to use various services of the bank. |
| What is the issue? | Customer need to visit the bank to solve their queries even though the employee's can't handle large number of customer's at a time. |
| When does the issue occur? | It occurs when the customer is unable to visit a bank. |
| Where does the issue occur? | It occurs in banking sectors. |
| Why is it important that we fix the problem? | It helps the customer to solve their queries anywhere anytime. |
| What solution to solve this issue? | Chatbot helps to solve various customer's query at a time like creating bank account, solving queries related to loans, netbanking and so on. AI powered chatbot will solve the queries of the customer quickly and efficiently. |
| What methodology used to solve the issue? | Artificial intelligence mimic's the human brain in order to communicate with the Chatbot like actual human. |

P1:



P2:



P3:

