**Project Ideation**

**Team ID** : PNT2022TMID04164

**Project** : AI based discourse for Banking Industry

**1. Customer’s Emphatize:**

The customers of the banks face common issues like bad service experience, funds and checks bouncing, no internet and system availability in the bank, no service available during lunch and break time, loan arguments, slow work progress, excessive and hidden fees withi the banking organizations and to name a few.

The customers have also emphatized that they do not get the required service on time, and at some circumstances, they need to wait in a long queue to wait for their turn. There are similar problems mentioned by the customers.

**2. Problem Statement:**

We need to build a software which can have the following capabilities:

* It should be able to guide a customer to create a bank account.
* It should be able to answer loan queries.
* It should be able to answer general banking queries.
* It should be able to answer queries regarding net banking.

**3. Ideation from the team:**

* Create a chatbot to help the customers.
* The chatbot should work 24X7.
* The chatbot can be attached to the websites of the bank, or can be created as an app.
* The chatbot may have regional or local languages.
* The software should give the latest statictics if there is any change in banking rules.
* It should be user friendly.
* Should be easy to use.
* Should get as much queries from the customers as possible.
* Should include queris which the customers may have in the future.
* Should have polite and decent words.
* The software should not lag in time.

**4. Conclusion:**

To create a chatbot that can fulfill all the features as mentioned in the ideation and statement phase, our team will be using the IBM Watson Assistant for creating the chatbot software, as it meets all the latest features aand is easy to implement.