Project Design Phase-I
Proposed Solution

Date	**25 September 2022**
Team ID	**PNT2022TMID-13876-1659534480**
Project Name	**AI based discourse for Banking Industry**
Maximum Marks	**2 Marks**

Proposed Solution:

S.No.	Parameter	Description
1.	**Problem Statement (Problem to be solved)**	The main objective of the project is to build a chatbot which is capable of guiding a customer to create a bank account, answer loan queries, answer general banking queries and to answer queries regarding net banking.
2.	**Idea / Solution description**	We are making use of AI techniques to create a chatbot which can solve the user queries in the banking system. We are creating a Watson Assistant and creating Skills in Watson Assistant. We also make use of Use Entities, Intents, Dialogues and then we are deploying skills to generate a preview link.
3.	**Novelty / Uniqueness**	Unlike normal chat bots which perform a specified task, the chatbot we have developed works for all scenarios and thus various customized test cases are being provided to the chatbot so that it can handle any type of situation. Also various real world user queries and faqs of bank

		users are collected in real time and analysis is done and chatbot is trained correspondingly.
4.	**Social Impact / Customer Satisfaction**	1.) **Ease of users to provide a hassle free internet banking experience .** 2.) **Customer satisfaction is achieved.** 3.) **Preserve the reputation of the bank by providing valuable experience to the users.** 4.) **Preventing the additional cost involved for a person to handle all these users by replacing them with chatbot.**
5.	**Business Model (Revenue Model)**	**The business model is pretty straight forward with the help of a chatbot the bank is providing the users with a hassle free internet banking experience and thus increasing customer retention and also the cost cutting occurs as rather than appointing a person to handle these queries it is automated using chatbot.**
6.	**Scalability of the Solution**	**The solution being proposed here is only feasible for the banking domain and thus it can handle all the queries regarding the internet banking process to the users. We can also scale the solution by adding more test cases and scenarios and thus it can be done for other sectors too. Since it is a chatbot application, it can be scaled to any extent with the help of adding certain additional modules and test cases.**