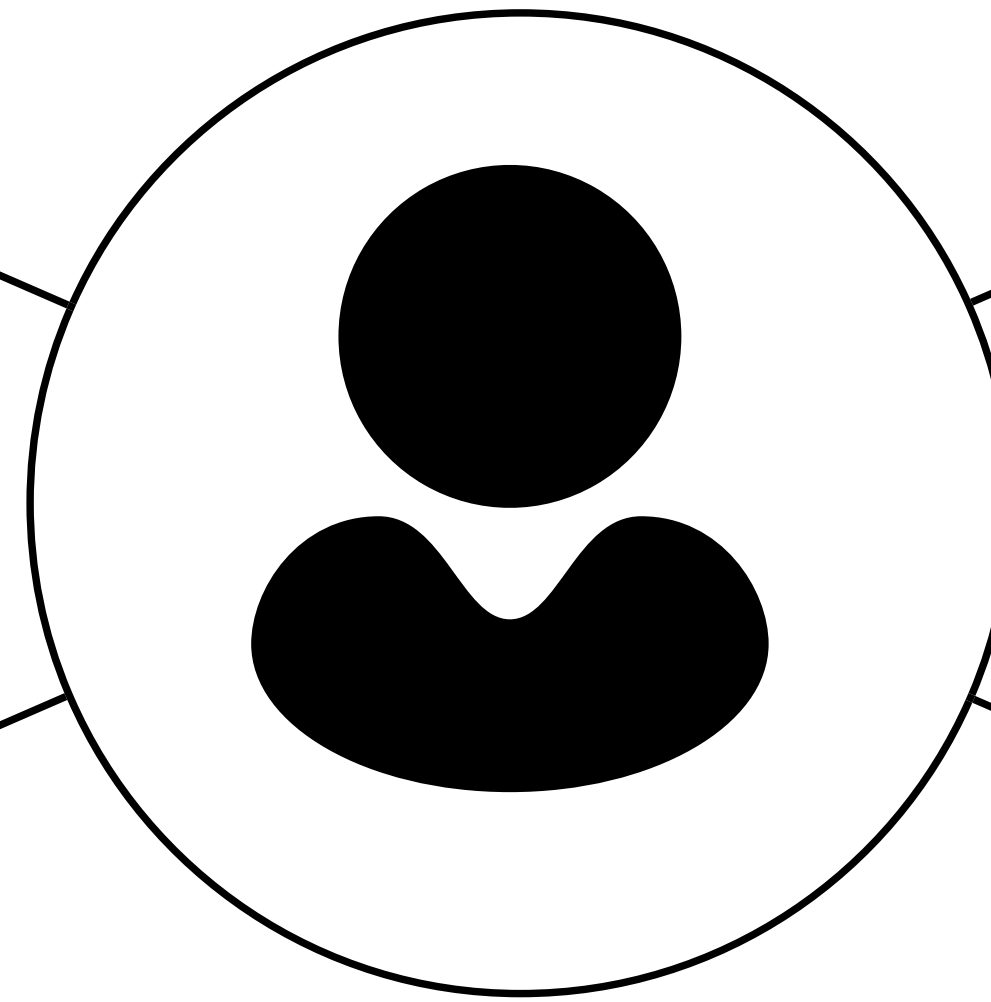


Tasks

- Guide a customer to create a bank account.
- Answer loan queries.
- Answer general banking queries.
- Answer queries regarding Net banking.

AI Based Discourse For Banking Industry



Feelings

- Inefficient information provided
- Prompt responses required
- Doubts in authenticity

what it does?

- User feel the discourse system lacks accuracy and requires further assisting features.
- Employs Natural Language Processing to give user a better communicative experience.

PAIN

- Misunderstanding the nuances of human dialogue
- Must Keep Information Up-To-Date
- Needs Additional Measures to Protect Identities
- Technology Issues

GAIN

- Customers must be offered 24/7 assistance
- Accurate real time data must be provided
- Answer like human agent
- Confirmation and assistance must feel authenticated