

Project Design Phase-I
Proposed Solution Template

Date	24 th September 2022
Team ID	PNT2022TMID48085
Project Name	Project – AI BASED DISCOURSE FOR BANKING INDUSTRY
Maximum Marks	2 Marks

Proposed Solution Template:

Project team shall fill the following information in proposed solution template.

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	Bot should be able to guide a customer to create a bank account, answer loan queries, general banking queries & regarding net banking.
2.	Idea / Solution description	chatbots will predict human behaviour more accurately and use this information for self-learning/Answer natural-language questions from customers.
3.	Novelty / Uniqueness	It will secure the user information and authentication for banking transaction. Chatbots allow businesses to connect with customers in a personal way without the expense of human representatives / chatbot has features like no code deployment, omnichannel messaging support, fall back options, sentiment analysis to add value to conversations.
4.	Social Impact / Customer Satisfaction	It provides the seamless customer service. Reduced cost for customer support. Saves the customer time/ It Provide the exceptional customer service at 24/7 available and multiple languages.
5.	Business Model (Revenue Model)	chatbots is to provide the customers with prompt service and to improve the operational efficiency of the bank and its employees. Integrating chatbots can help your business deliver automated smart responses and achieve marketing goals efficiently.
6.	Scalability of the Solution	Prevent fraud with transaction verifications and messaging-based “badges”. customer service chatbots is their ability to help businesses grow and scale with ease, especially when web traffic volume increases.