

Ideation Phase

Define the Problem Statements

Date	19 September 2022
Team ID	PNT2022TMID39544
Project Name	AI BASED DISCOURSE FOR BANKING INDUSTRY
Maximum Marks	2 Marks

I am A NEW CUSTOMER	I'm trying to CREATE AN ACCOUNT	But HAVE TO WAIT IN THE QUEUE	Because IT TAKES A LONG TIME TO GET VERIFY OF KYC DOCUMENTS	Which makes me feel IRRITATED
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I am LOAN BORROWER	I'm trying to GET A BANK LOAN	But I CANNOT AVAIL THE LOAN WHEN I NEED	Because LOAN PROCESSING IS AVAIL DURING WORKING HOURS ONLY	Which makes me feel FRUSTATED
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I am A EXISTING CUSTOMER	I'm trying to GET TRANSACTIONAL HISTORY	But I HAVE TO WAIT TILL BANK OPENS	Because BANK WILL NOT AVAILABLE DURING WEEKENDS	Which makes me feel ANNOYED
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I am A EXISTING CUSTOMER	I'm trying to KNOW THE STATUS OF MY QUERY/LOAN	But I HAVE TO VISIT BANK MANUALLY	Because TO TRACK THE STATUS I HAVE TO PROVIDE STATUS CREDENTIALS TO THE OFFICER	Which makes me feel STRESSED
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I am A TRAVELER (BANK CUSTOMER)	I'm trying to PAY MONEY TO LOCAL SHOP VENDORS	But THERE IS NO ATM/BANKS NEAR THE LOCATION	Because SOMETIMES THERE IS NO CASH IN NEAREST ATM	Which makes me feel PANICKED
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I am A BANK EMPLOYEE	I'm trying to WORK ON THE CUSTOMER NEEDS	But I CANNOT SOLVE AND PROCESS ALL THE APPLICATIONS	Because THERE IS A FIXED BANK TIMINGS AND LOT OF WORK TO DO	Which makes me feel EXHAUSTED
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