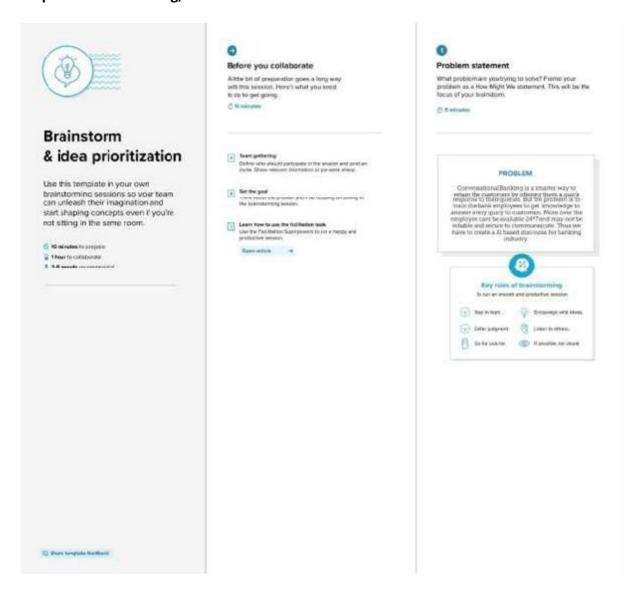
Ideation Phase Brainstorm & Idea Prioritization

Date	19 September 2022
Team ID	PNT2022TMID50675
Project Name	Al-based discourse for Banking Industry
Maximum Marks	4 Marks

Brainstorm & Idea Prioritization:

Step-1: Team Gathering, Collaboration and Select the Problem Statement



Step-2: Brainstorm, Idea Listing and Grouping

Asma Harish The chatbot The query should The answer must should act as a The chatbot need be answered be easy to word of mouth for to be polyglot instantly understand customer Chatbot should The chatbot Chatbot should Tha chatbot need address the should answer have voice to handle clerical queries about quries regarding assistance error insurance saving account Sifora Asif Chatbot need to The loan queries The chatbot Chatbot should provide should be should provide guide user in informative answered service 24/7 account creation feedback The chatbot The chatbot Chatbot should Chatbot need to maintenance should answer provide suggest possible should be regarding general personalized next query effortless and net banking services

General Expectation

The chatbot need to be polyglot The answer must to be easy to understand The chatbot should act as a word of mouth for customer

Chatbot should have voice assistance

Bank

The chatbot maintenance should be effortless

The chatbot should provide service 24/7 Chatbot should provide personalized services

Performance

The query should be answered instantly Chatbot need to provide informative feedback

The chatbot need to handle clerical error Chatbot need to suggest possible next query

Query

The loan queries should be answered The chatbot should answer queries regarding saving account Chatbot should guide user in account creation Chatbot should address the queries about insurance

The chatbot should answer regarding general and net banking

Step-3: Idea Prioritization

