

Ideation Phase

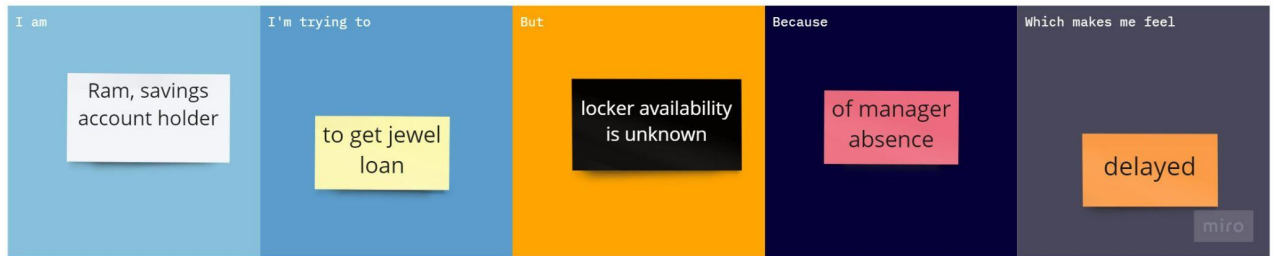
Define the Problem Statements

Date	5 NOVEMBER 2022
Team ID	PNT2022TMID04270
Project Name	AI based discourse for Banking Industry
Maximum Marks	2 Marks

Customer Problem Statement Template:

Banking is one the crucial sectors, it deals with financial transactions which can be availed by everyone, but banks are not able to resolve the queries of customers at all times related to the products or services in a satisfactory way in turn hinders the customer satisfaction. In order to guide the customers throughout all the financial services provided by the bank, an intelligent system has to be introduced to provide people with the best solution possible. The users are bank customers who need 24/7 service to clear all their queries and guide them through all the banking processes. So, an enhanced and smarter way of interaction with the customers has to be built to ensure efficient delivery of service. In order to overcome the user satisfaction issues associated with banking services, chatbot will provide personal and efficient communication between the user and the bank. It is built to be the overall virtual assistant that can facilitate customers to ask banking- related questions without visiting the bank.





Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	Rajan, a struggling commoner	submit loan related documents	I couldn't find the right person to enquire about.	lack of any query resolver.	exasperated.
PS-2	Fatima, a tech-savvy engineering student.	create a new savings account in my name.	the process may take more time	of never ending queue	exhausted.
PS-3	Rekha, new to chennai	enquire about my net banking access.	I can't understand their language	I am from Vizag	dependent.
PS-4	Ram, a saving account holder.	get a jewel loan	locker availability is unknown	of manager absence	delayed.