

**Project Design Phase-I**  
**Proposed Solution Template**

Date	03 October 2022
Team ID	PNT2022TMID38577
Project Name	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)	<p>To build an efficient AI based banking chatbot or banking assistant to effectively to curb out the following constraints:</p> <ul style="list-style-type: none"> <li>Guiding customer on account creation, net banking, etc.,</li> <li>Answering queries regarding financial and loan instantly.</li> </ul>
2.	Idea / Solution description	<p>The following approaches are used to build an efficient chatbot for banking industry:</p> <ul style="list-style-type: none"> <li>IBM Watson Assistant – To build chatbot interface using Intents and Dialogs.</li> <li>Flask- Web Framework for Chatbot Interface.</li> <li>NLP – Processing and answering customer queries.</li> </ul>
3.	Novelty / Uniqueness	<ul style="list-style-type: none"> <li>We have developed a chatbot that works for all scenarios and thus enormous customized test cases are being provided to the chatbot so that it can handle any type of situation.</li> </ul>
4.	Social Impact / Customer Satisfaction	<ul style="list-style-type: none"> <li>Customer Queries, Services are solved successfully.</li> <li>Available 24/7.</li> <li>Ease of users to provide a hassle-free internet banking experience.</li> <li>Providing customizable valuable experience to the users.</li> <li>Multi lingual chatbot for different customers.</li> </ul>
5.	Business Model (Revenue Model)	<ul style="list-style-type: none"> <li>Banks will enable much and reliable services which will gain customer loyalty.</li> <li>As we are dealing with customers need, implementing this will increase the trust among the people.</li> <li>With the amount of customers increase, during the growth of the</li> </ul>

		application. We can provide premium features to the user with advanced options.
6.	Scalability of the Solution	<ul style="list-style-type: none"> <li>• Implementing this chatbot banks can manage and measure demands in the sectors and improve the profit for the management with the help of measured volumes of the needed services.</li> <li>• It reflects the Deep and broad perspectives on the bank's global features. Chatbots understands the customer concerns and assists them, round the clock.</li> </ul>