Brainstorming-Idea Generation-Prioritization

Date	19 September 2022
Team ID	**PNT2022TMID22390**
Project Name	AI Based Discourse for Banking Industry
Team Leader	VISHNU T
Team Members	● PRAMODH ARJUN ● SAMPATH V ● SHRIRAM A ● JASWANTH REDDY G

AI based discourse for Banking Industry- Brainstorm and Idea Prioritization

Executing a brainstorm isn't unique; holding a productive brainstorm is. Great brainstorms are ones that set the stage for fresh and generative thinking through simple guidelines and an open and collaborative environment. Use this when you're just kicking-off a new project and want to hit the ground running with big ideas that will move your team forward.

🕐 **10 minutes** to prepare

⧗ **1 hour** to collaborate

👤 **2-8 people** recommended

→

Before you collaborate

A little bit of preparation goes a long way with this session. Here's what you need to do to get going.

🕐 10 minutes

A ### Choose your best "How Might We" Questions
Create 5 HMW statements before the activity to propose them to the team.

B ### Set the stage for creativity and inclusivity

C Learn how to use the facilitation tools

Open article →

1

Problem statement

Unavailability of chat bots that are interactive enough to navigate the user to do whatever they want. Need for a more User-friendly Interface. The main aim of the project is to develop a smart AI chat-bot for Banking Industry.

⏱ 5 minutes

QUESTION
How might we ensure 24*7 chatbot facility?

QUESTION
How might we ensure privacy of customers?

QUESTION
How might we ensure proper interpretation of messages by the chatbot?

QUESTION
How might we increase customer satisfaction on

QUESTION
How might we provide personalized service to customers?

2

Brainstorm solo

Have each participant begin in the "solo brainstorm space" by silently brainstorming ideas and placing them into the template. This "silent-storming" avoids group-think and creates an exclusive environment for introverts and extroverts alike. Set a time limit. Encourage people to go for quantity.

⏱ **10 minutes**

SAMPATH

Provides Omnichannel support	Make the Chatbot to Understands the Natural and Vernacular Language	Storing the customer conversation
Available 24/7	Reduce workload	Improve facilities for future

PRAMODH ARJUN

Full screen Window	OTP Enable	Providing details of the current account details
Creating the new account based on the customer preference	Helping to lock the account during their related situation	

VISHNU

Transfer Money	Providing assistance in cancellation of an account	Tackling Suspicious Activities
Track Transactional History	Connect with bank staffs	Simple Interface

JASWANTH REDDY

Suggestion and feedback	Less Process Time	Change of Themes
Providing interest related advice	Giving simple solutions	Better Scalability

SHRI RAM

Voice over Input Output	Ensured privacy	Instant response
Receive bank balance through password	Predefined questions	Providing Round-the-clock support
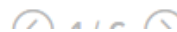
3

Brainstorm as a group

Have everyone move their ideas into the "group sharing space" within the template and have the team silently read through them. As a team, sort and group them by thematic topics or similarities. Discuss and answer any questions that arise. Encourage "Yes, and..." and build on the ideas of other people along the way.

🕑 20 minutes

Transfer Money

Providing details of the current account details

OTP Enable

Make the Chatbot to Understack the Natural and Vernacular Language

Available 24/7

Voice over input Output

Predefined questions

TOP IDEAS

Providing interest related advice.

Suggestion and feedback

Storing the customer conversation

Provides Omnichannel support

Helping to lock the account during theft related situations

Creating the new account based on the customer preference

Instant response

Ensured privacy

Connect with bank staffs

Prioritization

The top ideas has been prirtized by our team based on importance and feasibility.

⏱ 20 minutes

Importance

If each of these tasks could get done without any difficulty or cost, which would have the most positive impact?

- Creating the new account based on the customer preference
- Transfer Money
- Connect with bank staffs
- Providing details of the current account details
- Available 24/7
- Predefined questions
- Voice over input Output
- Instant response
- Ensured privacy
- OTP Enable
- Suggestion and feedback
- Make the Chatbot to Understands the Natural and Vernacular Language
- Helping to lock the account during theft related situations.
- Storing the customer conversation
- Provides Omnichannel support
- Providing interest related advice.