**Project Design Phase-I**

**Proposed Solution Template**

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| Date | 24 September 2022 |
| Team ID | PNT2022TMID22969 |
| 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.

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| **S.No.** | **Parameter** | **Description** |
|  | Problem Statement (Problem to be solved) | Banking is a crucial sector, it deals with financial transactions which can be availed by everyone. In order to guide the customers through various such banking process an intelligent system must be designed |
|  | Idea / Solution description | To Create an intelligent assistant like a mobile application or web application to guide the customers in their issues. Using IBM Watson assistant. |
|  | Novelty / Uniqueness | This is a unique idea as there are numerous banking assistants now but they lack in specific skills which makes the customer not fond of using them. This should be avoided |
|  | Social Impact / Customer Satisfaction | Customers will be highly satisfied as while designing an interactive system, the assistant is very interactive with the customer which gives the customer a sense of satisfaction. |
|  | Business Model (Revenue Model) | This is customer query and response service. While our bank is providing excellent customer service 24/7, customers will be drawn to it and the bank will gain a very large customer base with a huge money flow |
|  | Scalability of the Solution | The solution is highly scalable as the ability of the agent can be increased multiple fold. It can be commercially sold or distributed to other banks. |