

## **PROJECT DESIGN PHASE-1**

### **PROPOSED DETAILS**

DATE	17 October 22
TEAM ID	PNT2022TMID33210
PROJECT NAME	BANKING INDUSTRY AI
MAXIMUM MARKS	2 MARKS

#### **Proposed Solution Template:**

S.NO	PARAMETERS	DESCRIPTION
1	Problem statement (problem to be solved)	To provide quick remedies based on the customers and employee problems in the field of banking industry using AI as a technical solution
2	Idea/Solution description	Using chat bot, we can make customers interact with AI virtually and can submit queries. The customers can apply for their bank account opening in this chatbot instead of waiting in the queue and can save lot of manpower and time.
3	Novelty/Uniqueness	<ul style="list-style-type: none"><li>➤ Chat bot can be accesses 24/7 from anywhere.</li><li>➤ Customer friendly.</li><li>➤ Can verify customer reports to shortlist trusted clients or customers</li></ul>
4	Social impact/Customer satisfaction	All general banking queries can be solved, including loan, account opening, net banking
5	Business model (Revenue model)	Using chat bot, we can contact customer's queries. the chat bot box can give solutions to users based on their queries. it will store their personal information and documents and queries in the database
6	Scalability of the solution	This model is easily adopted among online users and it can be easily deployed. It can be used and accessed by everyone and it can handle the queries from the customer