

Pavithra L

Confidentiality is the primary thing which customers expects in bank. In tradition banking we may not expect this. By intruding intelligence techniques we may protect them.

Priyadharshini B

The challenges for bank is service executives are not able to solve problem instantly. To resolve we can use automatic chatbot to handle simple queries.

Rajalakshmi R

Due to lack of proper knowledge and guidance for everything including account creation, loan queries, causes difficulty among them. This can be resolved by providing experts solution to them anytime.

Nivedhitha V

Major issue prevailing in banking is Security. In order to avoid it we should ensure customer with secure banking.

Customers expects immediate services from bank during their emergencies.

With the above issue, there is delay in customers service. To avoid poor and slow services,we can use technology to speed up the process.

Customers always need 24/7 client response. This can't be attained in traditional banking. Instead it can be provided by online platform services.

User might not feel personalized experience in bank. This could be get into effect by implimenting online services.

Users feels unsatisfactory response due to their negligence. In order to made them feel good, they should provide proper service

Due to low customer retention, they didn't get the expected level of service.

Expectance of secure transaction and getting rid of fraud instances. This can be resolved by

Usually, people needs answers for their queries at their urge. For this, numerous customer service providers should be appointed.

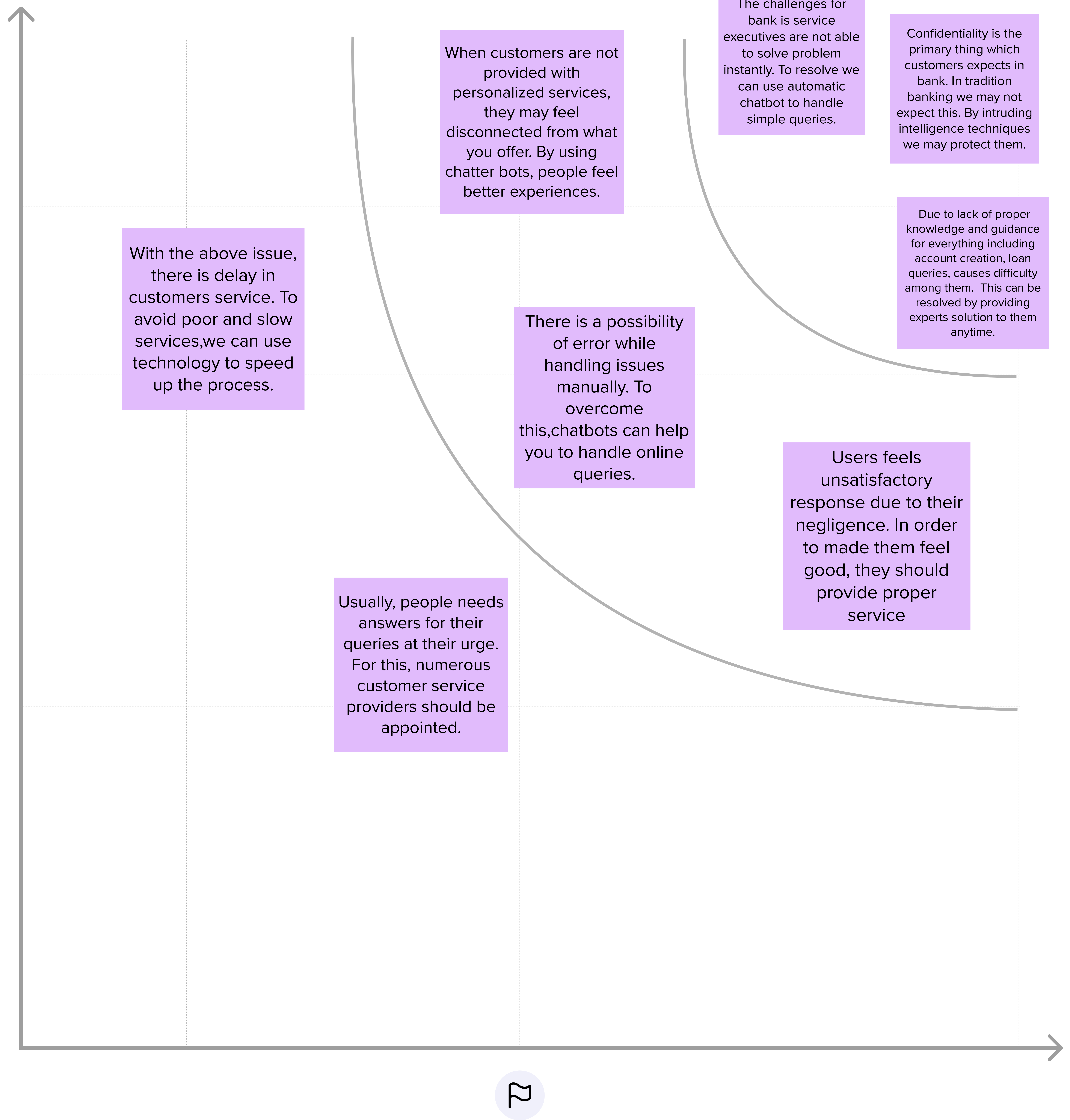
When customers are not provided with personalized services, they may feel disconnected from what you offer. By using chatter bots, people feel better experiences.


There is a possibility of error while handling issues manually. To overcome this,chatbots can help you to handle online queries.


People feel lack of interaction or communication with executives. And they have to wait for long time till their token comes. This creates discontent among clients.

Sometimes. bank losing prominent customers due to their unsatisfactory deal with bankers.





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

  
**Feasibility**  
Regardless of their importance, which tasks are more feasible than others? (Cost, time, effort, complexity, etc.)