Project Design Phase 1-SolutionFit Team ID :PNT2022TMID02444

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| **1. CUSTOMER SEGMENT(S)**  Age, gender, income, geographic location, education, and so on | **6. CUSTOMER LIMITATIONS**  Unclear scope of the chatbot and/or too broad purposes of its utilization.  Setting unrealistic expectations is often the reason why chatbots fail.  Lack of customer perspective in building the chatbot. | **5. AVAILABLE SOLUTION(S)**  Clients can approach banking officers either by direct meeting or through any social platforms like email, etc when they are in urgent need. |
| **2. PROBLEMS / PAINS**  Poor communication,limited access to real people,no knowledge of local business community, time delay | **9. PROBLEM ROOT / CAUSE**  Clients need personalized experience with the bankers and they need instant response when they are in urgent need. | **7. BEHAVIOR**  Building relational capacity. Designing chatbot characteristics and understanding user background |
| **3.TRIGGERS TO ACT**  Using online chatbot to reduce the waiting time, quick access in any place | **10. SOLUTION**  AI chatbot provides customers with personalized feel. Conversational AI is a type of artificial intelligence that enables consumers to interact with computer applications the way they would with other humans. This would ease the problems of customers. | **8. CHANNELS OF BEHAVIOR**  Facebook, MS Teams, Slack, Web, iOS, Android, and SMS |
| **4. EMOTIONS**  Human-machine dialogues are trying to close the human-human communication.There is a need for such a system so that preventive measures can be taken in advance for persons having emotions like sadness, anger, depression, etc. |