Project Design Phase-I
Proposed Solution Template

Date	24 September 2022
Team ID	PNT2022TMID53377
Project Name	Project - AI based discourse for Banking Industry
Maximum Marks	2 Marks

Proposed Solution Template:

Project team shall fill the following information in proposed solution template.

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	To build a chatbot with the following capabilities using Watson's assistant: • The Bot should be able to guide a customer to create a bank account. • The Bot should be able to answer loan queries. • The Bot should be able to answer general banking queries. • The Bot should be able to answer queries regarding net banking.
2.	Idea / Solution description	With the help of Watson's assistant and using Flask for backend and HTML for frontend, our aim is to create a platform for bank customers to clear their queries regarding Banking, and provide assistance and guidance with respect to maintenance of bank accounts.
3.	Novelty / Uniqueness	Our model is a hybrid menu based chatbot. All customer queries are initially handled by the chatbot. If the customer needs more guidance, the chatbot connects the customer to a bank executive to help meet the customer's needs better.
4.	Social Impact / Customer Satisfaction	The target audience for this model are banks. They can implement chatbot services in their application to help support their customers better. Customers will receive instant guidance regarding their queries and in case the customer is not satisfied, they can have a conversation with a bank executive.
5.	Business Model (Revenue Model)	The chatbot can be implemented as an API where users have to pay to access the chatbot services.

6.	Scalability of the Solution	The chatbot can be scaled to include multi-lingual chat options, enabling people to communicate in their native language.