

Project Design Phase-I
Proposed Solution

Date	23 September 2022
Team ID	PNT2022TMID30161
Project Name	Project - AI based discourse for Banking Industry
Maximum Marks	2 Marks

Proposed Solution:

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	The Chatbot should solve the customer queries related to banks.
2.	Idea / Solution description	We develop chatbots using the IBM Watson Assistant tools service, which leverages NLP techniques like intent classification and entity recognition to understand user intent and context.
3.	Novelty / Uniqueness	IBM Watson Assistant uses artificial intelligence to contextually understand your customers to deliver fast, consistent, and accurate answers across applications, devices, and channels. Take the frustration out of long waits, tedious searches, and useless chatbots with your trusted AI leader.
4.	Social Impact / Customer Satisfaction	Getting instant and accurate responses makes customers feel satisfied in such a way that it solves queries by saving cost and time.
5.	Business Model (Revenue Model)	IBM Watson is IBM's AI technology for business, helping organisations to better predict and shape future outcomes, automate complex processes, and optimise employees' time.
6.	Scalability of the Solution	Deep and broad perspectives on the bank's global features.