

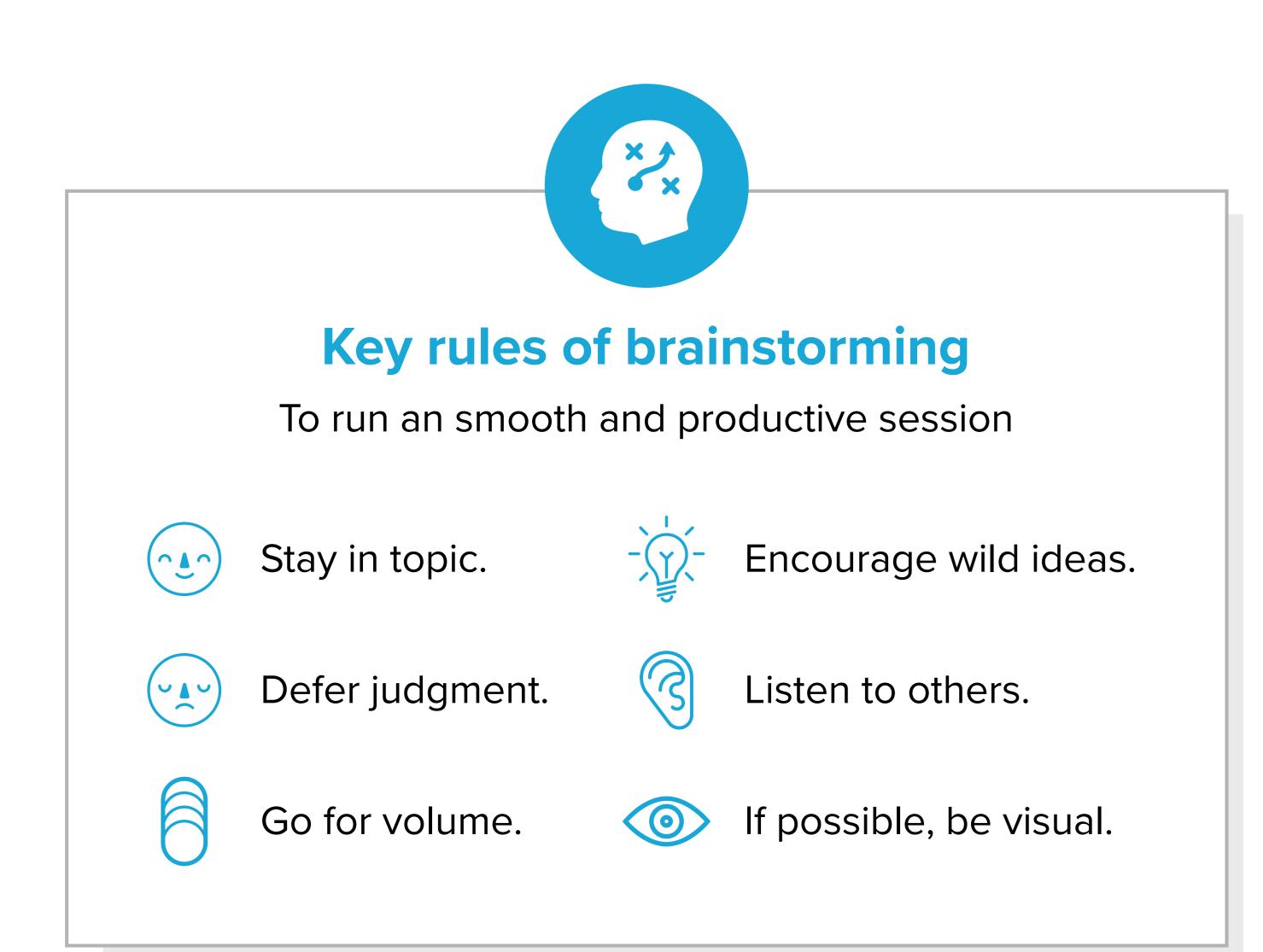
Define your problem statement

What problem are you trying to solve? Frame your problem as a How Might We statement. This will be the focus of your brainstorm.



PROBLE

we will be building a chatbot using Watson's assistant. This chat should be able to guide a customer to create a bank account, answer loan queries, answer general banking queries, answer queries regarding net banking.





Brainstorm

Write down any ideas that come to mind that address your problem statement.

① 10 minutes

JOSEPH VIKRAM

ess FAQ	Relevant information and increased conversation	Timely notification
ding with ge/video	Quicker help across the platform	downloadab conversatio
eamless nunications	Easier to give feedback	Gaining input from multiple sources

DWARAGA

Handling
more
unique
unique
queries

Multilingual
capabilities
to ever
custome

ique capabilities to every customers

gesting evant ation to uery

Capabilities

end to end encrypted conversaion

Gesting evant encrypted conversaion

Gesting evant encrypted conversaion

Capability to Become Emotionally Intelligent

JAGATHESWARAN

Text-To-Speech and Speech-To-Text

Offer personalized support

Customization in user

Deliver contextual responses

Well-transition feedback at end of the conversation

Data Security feedback at end of the conversation

Integration with 3

DHIVYA

Be Available at 24/7	multiple solution	Customization Settings
Integration With RPA	Conversation Preview	Personilized interactions
Ability to Learn from previous conversation	report option for irrelevant replies	Option to speak to a human agent

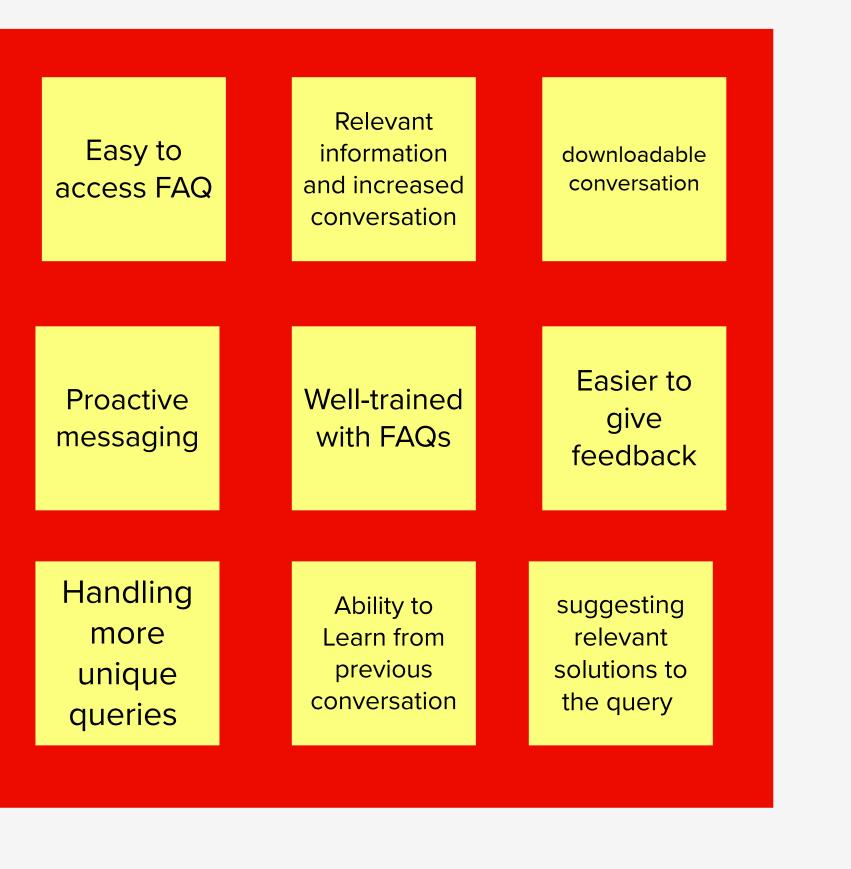


Group ideas

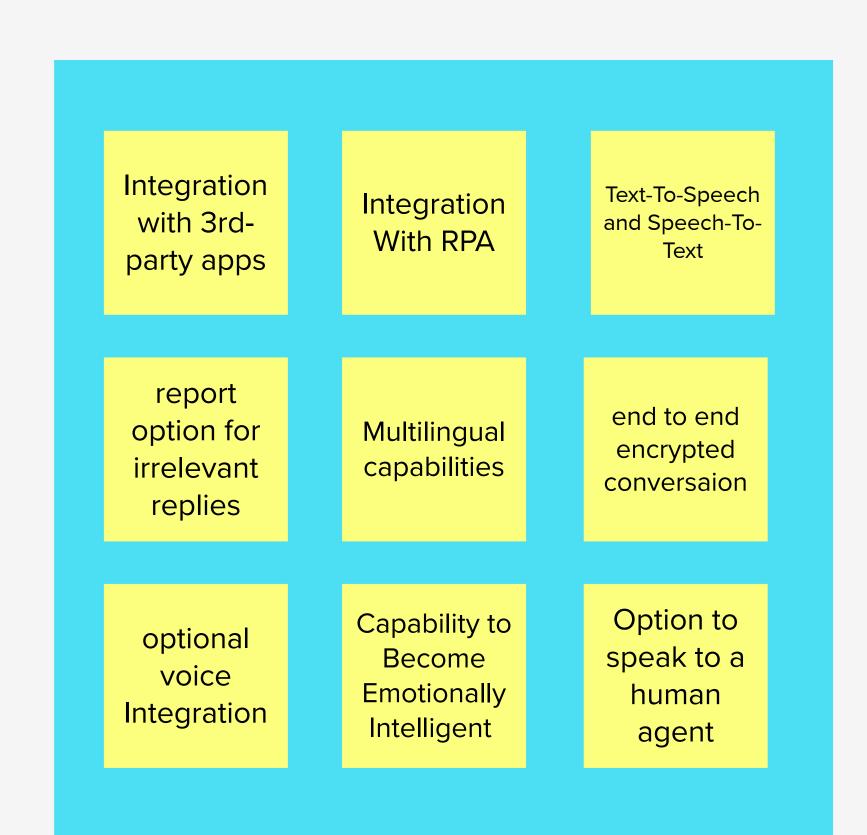
Take turns sharing your ideas while clustering similar or related notes as you go. In the last 10 minutes, give each cluster a sentence-like label. If a cluster is bigger than six sticky notes, try and see if you and break it up into smaller sub-groups.

① 20 minutes

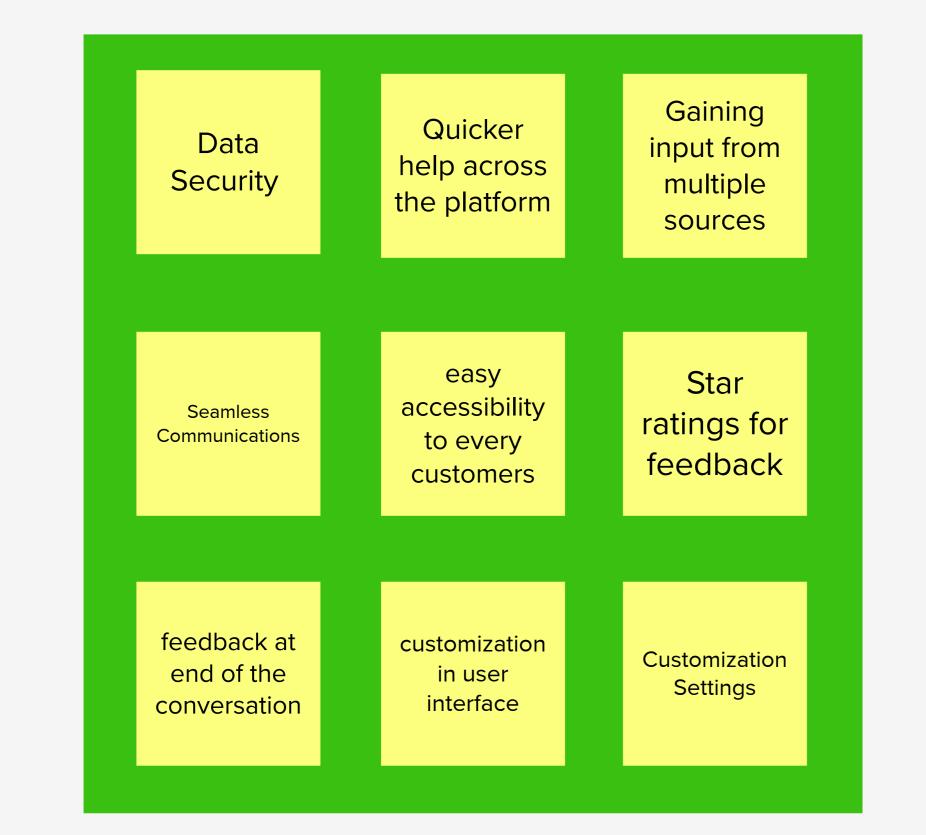
Helps with conversation



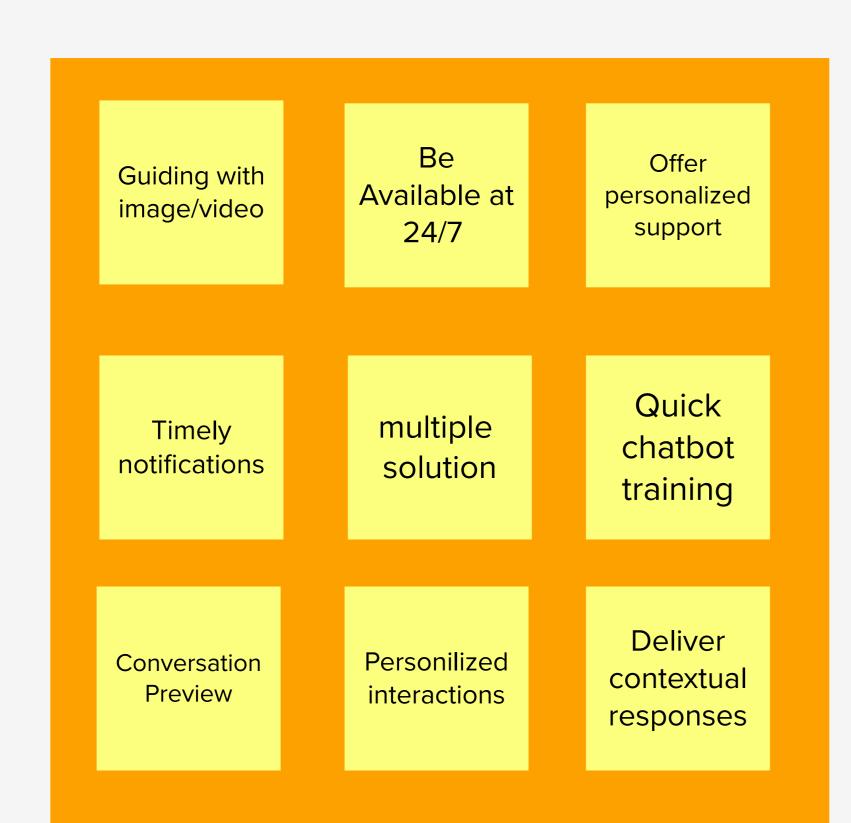
Features to be added



Helps to improve chatbot



thers



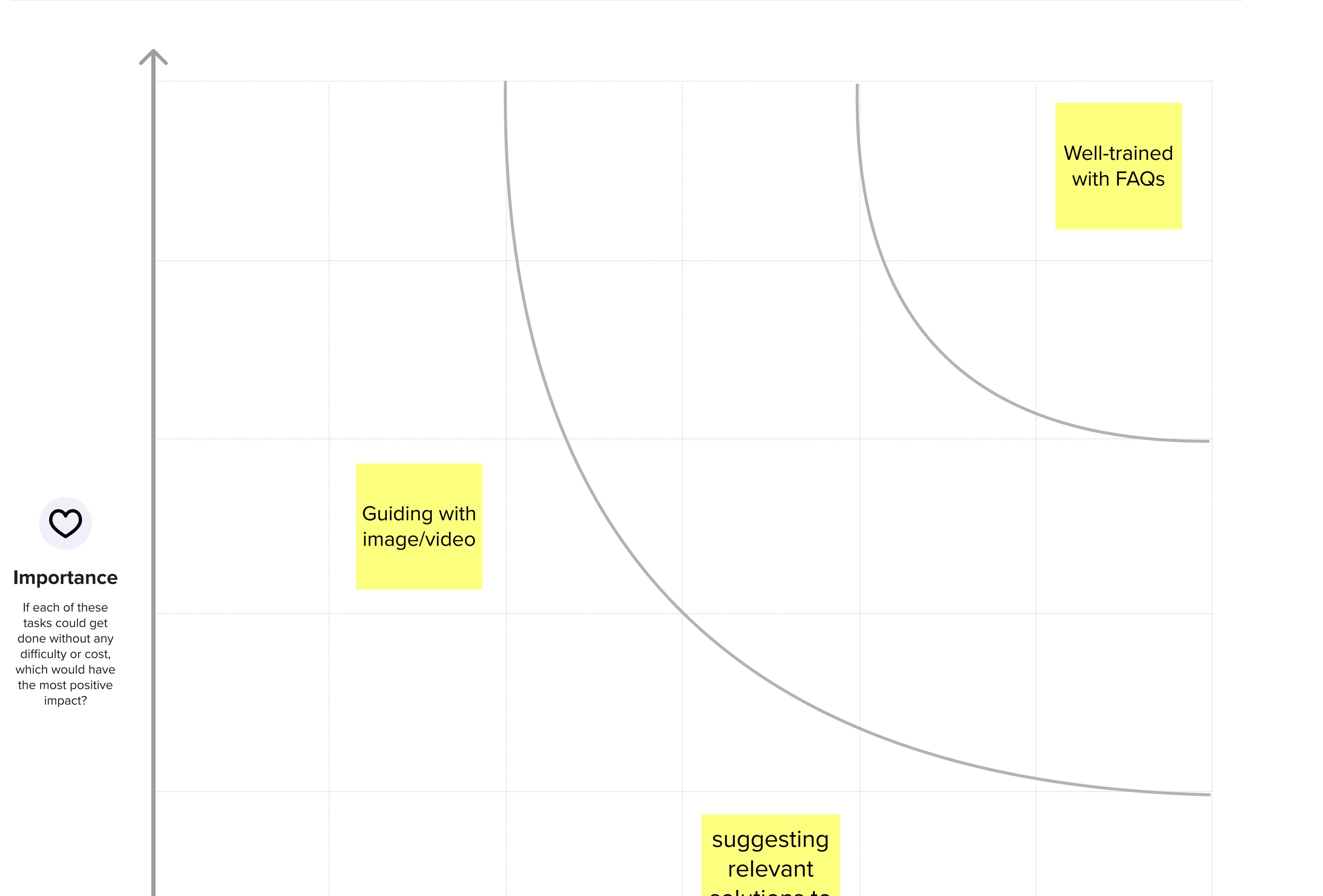
Prioritize

which are feasible.

① 20 minutes

Your team should all be on the same page about what's important moving

forward. Place your ideas on this grid to determine which ideas are important and





Feasibility

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