Problem statement

The user is a customer of a bank who needs to create a savings account or ask general queries regarding loan and other banking services in a clear manner . So a smart solution for making the task easy and simple has to be developed.

Who does the problem affect?

People new to the banking environment , uneducated people for them the problem may affect.

What are the boundaries of the problem?

Banking sector, Customers of banking sector are the boundaries of the problems

What is the issue?

Customers who are unaware of Banking services . An individual who really wants to know about the bank, bank policies, loan queries, and some banking methods some are unable to go to bank everytime so that in websitethey will chat with chatbot and can get the information for their queries by asking the question in the chatbot.

When does the issue occur?

In today's busy world people cannot wait for long hours in order to do basic banking services. Therefore, AI chatbots can help the customers to complete their work quickly and smartly without any worry and fear. Even illiterate people can use banking services easily in comfort of their native language. Human errors can also be avoided.

Why is it important that we fix the problem?

By introducing AI Chatbot in the banking industry the time can be saved and all the processes will get simplified for the customers.The person can able to find easily about the banking methods. This helps othersthose who are really in need of loan amounts and any banking methods.