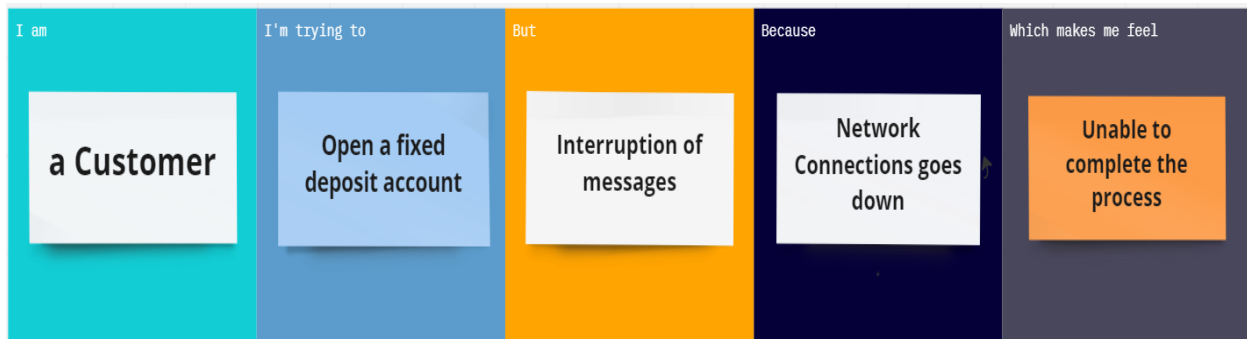
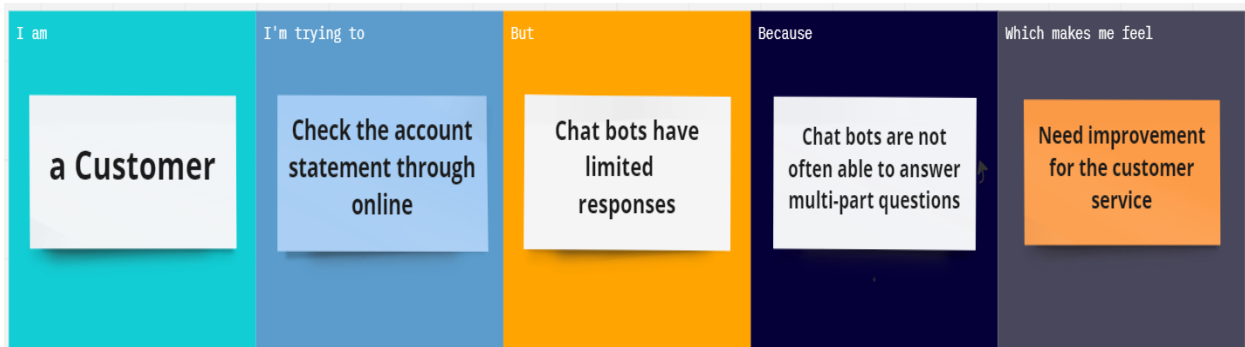


Ideation Phase

Define The Problem Statements

Date	19 September 2022
Team ID	PNT2022TMID00963
Project Name	Project - AI based discourse for Banking Industry
Maximum Marks	2 Marks



Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A Customer	Check the account statement through online	Chat bots have limited responses	Chat bots are not often able to answer multi-part questions or questions that require decisions	Need improvement for the customer service
PS-2	A Customer	Open a fixed deposit account	Interruption of messages	Network Connections goes down	Unable to complete the process