





<b>Journey Steps</b> Which step of the experience are you describing?	<b>Discovery</b> Why do they even start the journey?	<b>Registration</b> Why would they trust us?	<b>Onboarding and First Use</b> How can they feel successful?	<b>Sharing</b> Why would they invite others?
<b>Actions</b> What does the customer do? What information do they look for? What is their context?	<div data-bbox="763 293 914 449">Customer can access their account details and banks statements.</div>	<div data-bbox="1176 293 1310 426">By using this service the details will be confidential</div> <div data-bbox="1359 293 1493 426">Customer does not have to depend on any other banks staffs</div> <div data-bbox="1542 293 1677 426">It's an end-to-end services so any one can ue this.</div>	<div data-bbox="1775 293 1909 426">Because this generation are using all things in digital</div> <div data-bbox="1959 293 2093 426">This service can be used anywhere at anytime</div> <div data-bbox="2142 293 2276 426">We don't have to depend on any other services</div> <div data-bbox="2325 293 2460 426">Chatbot ensures a hassle-free customer journey</div>	<div data-bbox="2561 293 2696 426">Because this portal can be used anywhere at anytime</div> <div data-bbox="2745 293 2879 426">It is very secured to use this</div> <div data-bbox="2928 293 3063 426">It is an 24/7 services.</div>
<b>Needs and Pains</b> What does the customer want to achieve or avoid? <i>Tip: Reduce ambiguity, e.g. by using the first person narrator.</i>	<div data-bbox="651 565 802 721">Customer have to coonect their account digital to achieve the goal</div> <div data-bbox="851 565 1002 721">Customer has to avoid sharing their account details.</div>	<div data-bbox="1179 565 1313 698">The customer can contact the bank service by this service</div> <div data-bbox="1362 565 1497 698">Customer can view the bank statements and the details.</div> <div data-bbox="1546 565 1680 698">Sometime the server can be down to communicate</div>	<div data-bbox="1778 565 1913 698">AI bots leads generation and ensure higher converdation rates</div> <div data-bbox="1962 565 2096 698">Chatbot help manage customer requirments in instance</div> <div data-bbox="2145 565 2280 698">The bank can send confirmation details after receiving all docs.</div> <div data-bbox="2329 565 2463 698">With chatbot the businesscan reduce costs</div>	<div data-bbox="2565 565 2699 698">Chaybots do meet their goals and enchanche their their experience</div> <div data-bbox="2748 565 2882 698">Chatbots use Case in handling Suspicious activities.</div> <div data-bbox="2932 565 3066 698">Chatbot gives instant messaging apps, android apps and websites.</div>
<b>Touchpoint</b> What part of the service do they interact with?	<div data-bbox="763 814 897 952">They ca interact by using mobile or laptop.</div>	<div data-bbox="1179 814 1313 948">Every Customer has an separete login</div> <div data-bbox="1362 814 1497 948">Every customer has to be verified to use this.</div> <div data-bbox="1546 814 1680 948">It has an authenticatio n service</div>	<div data-bbox="1778 814 1913 948">The bank does not have to depend on any staff memebers</div> <div data-bbox="1962 814 2096 948">By uing chatbot customer can feel always connect to bank.</div> <div data-bbox="2145 814 2280 948">Chatbot allows banks to deliver message to customer</div> <div data-bbox="2329 814 2463 948">Chatbot are smart enough to analyze response based</div>	<div data-bbox="2565 814 2699 948">AI chatbots allows to use the service even in the holidays</div> <div data-bbox="2748 814 2882 948">AI chatbot can automate upto *80% of the queries.</div> <div data-bbox="2932 814 3066 948">Chatbot can maintain records of Customer.</div>
<b>Customer Feeling</b> What is the customer feeling? <i>Tip: Use the <b>emoji app</b> to express more emotions</i>				
<b>Backstage</b>				
<b>Opportunities</b> What could we improve or introduce?	<div data-bbox="612 1391 1045 1500">Increase a leading metric by improving</div>	<div data-bbox="1192 1391 1624 1500">Increase a leading metric by introducing</div>	<div data-bbox="1782 1391 2214 1500">Decrease a workers by introducing Chatbot.</div>	<div data-bbox="2594 1391 3027 1500">Increase/decrease a leading metric by</div>
<b>Process ownership</b> Who is in the lead on this?	<div data-bbox="763 1635 897 1772">Banking Industry</div>	<div data-bbox="1359 1635 1493 1772">Many website companies</div>	<div data-bbox="2050 1635 2185 1772">Chatbot users</div>	<div data-bbox="2755 1635 2889 1772">Connectivity between users</div>