

Ideation Phase
Brainstorm & Idea Prioritization Template

Date	19 September 2022
Team ID	PNT2022TMID14929
Project Name	AI based discourse for Banking Industry
Maximum Marks	4 Marks

AI Based Discourse For Banking Industry

In this project, we will be building a chatbot using Watson's assistant. This chat should have the following capabilities:

The Bot should be able to guide a customer to create a bank account.

The Bot should be able to answer loan queries.

The Bot should be able to answer general banking queries.

The Bot should be able to answer queries regarding net banking.

Step-1: Team Gathering, Collaboration and Select the Problem Statement

Brainstorm & idea prioritization

Use this template in your own brainstorming sessions so your team can unleash their imagination and start shaping concepts even if you're not sitting in the same room.

- 10 minutes to prepare
- 1 hour to collaborate
- 2-8 people recommended

➔

Before you collaborate

A little bit of preparation goes a long way with this session. Here's what you need to do to get going.

10 minutes

A

Team gathering

Define who should participate in the session and send an invite. Share relevant information or pre-work ahead.

B

Set the goal

Think about the problem you'll be focusing on solving in the brainstorming session.

C

Learn how to use the facilitation tools

Use the Facilitation Superpowers to run a happy and productive session.

[Open article](#) ➔

1

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.

5 minutes

PROBLEM

The aim of our project is to build a chatbot using IBM Watson's assistant. This chatbot should be able to answer any general banking queries on account creation, loan, net banking, other services etc. The chatbot should provide 24/7 customer support with all the necessary data for solving their queries which reduces their time on moving to banks directly.

Share template feedback

Need some inspiration?

See a finished version of this template to kickstart your work.

[Open example](#) ➔

Step-2: Brainstorm, Idea Listing and Grouping

2

Brainstorm

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

🕒 10 minutes

TIP

You can select a sticky note and hit the pencil [switch to sketch] icon to start drawing!

KPoornimaSekhar

Solutions
for general
banking
queries

Multilingual

inter-
operable

Constant
guidance

HariPriya K

NetBanking
Queries

Saves user
time and
cost

Trustworthy

No lag

Sandhiya T

Confidential

Quick
responses

Voice
assistance

User-
Friendly
interface

Valar Mangai S

Security

Efficient and
convenient
customer
support

Retrieve
customer's
Old
transaction
history

Available
24*7



Step-3: Idea Prioritization

3

Prioritize

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 which are feasible.

🕒 20 minutes

