QUESTIONS	DESCRIPTION
Who does the problem affect?	**Target users:** **Individuals –** A person who needs the details about bank policies and bank loan queries can easily know by chatting with the bot. **Organizations –** Man work will be reduced and it's time to time process with automatic chatbot and it will be all the day compared to humans.
What are the boundaries of the problem?	There will be exact answers for every question. But some accurate answers for some questions.
What is the issue?	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 website they will chat with chatbot and can get the information for their queries by asking the question in the chatbot.
When does the issue occur?	It occurs when an individual is a busy worker, who has less time for other usual activities and when and individual has no one to help him to find a good loan amount and some policies of the bank.
Why is it important that we fix the problem?	The person can able to find easily about the banking methods. This helps others those who are really in need of loan amounts and any banking methods.