

<div>1. CUSTOMER SEGMENTS</div> <div>While there are numerous companies suggesting that chatbots have helped them save a substantial amount of money, in the end, what matters is how well the bot is able to manage and engage customers. The key here is not only to save money but to provide a seamless and personalized customer experience.</div>	<div>6. CUSTOMER LIMITATIONS</div> <div>Chatbot is efficient in answering direct questions. They are also equipped to answer questions one by one. If the customer asks multiple questions in a single breath, the answers are likely to be inaccurate and incomplete.</div>	<div>5. AVAILABLE SOLLUTIONS</div> <div><ul style="list-style-type: none"><li>• Answer Basic Questions</li><li>• Provides On-time Notifications and Reminders</li><li>• Provides Complete Account Details</li><li>• Resolve Urgent Issues on Priority</li></ul></div>
<div>2.PROBLEMS / PAINS</div> <div><ul style="list-style-type: none"><li>• Only it gives answers to pre-defined questions</li><li>• Some time it is misunderstanding</li><li>• Delay response</li></ul></div>	<div>9.PROBLEM ROOT/CAUSE</div> <div>Connections go down, people speak in unique manners, and sometimes the chatbots can't understand them, whether text-based or voice</div>	<div>7.BEHAVIOR</div> <div><b>Understand, act and respond.</b> In the first step, the chatbot processes what the user sends. Then, it acts according to a series of algorithms that interpret what the user said. And finally, it picks from a series of appropriate responses</div>
<div>3.TRIGGERS TO ACT</div> <div>Welcome message" sends a message immediately after a customer subscribes to a chatbot."Standard reply" sends a message when no keywords are recognized in a subscriber's message.</div>	<div>10.YOURS SOLUTION</div> <div>Banking chatbots are emerging as the preferred customer support platform. It is useful for financial service providers because they facilitate a 2-way communication with machines using natural language commands</div>	<div>8. CHANNELS OF BEHAVIOR</div> <div>ONLINE: These bots <b>make customer interactions smoother and more consistent</b> in a number of ways: They can be engaged seamlessly across most channels.</div> <div>OFFLINE: We can provide this service via SMS.</div>
<div>4. EMOTIONs</div> <div><ul style="list-style-type: none"><li>• Provided Actionable Insights to Increase Customer Engagement</li><li>• Identified the inefficiencies in chatbot conversational flow</li></ul></div>		