Define CS, fit into CC

1. CUSTOMER SEGMENT(S) CS

Our customers are bankers who need a intelligent system for handling customer queries

6. CUSTOMER CONSTRAINTS CC

Customer constraints include ambiguity in information, unavailability of agents and many other 24/7 service issues

5. AVAILABLE SOLUTIONS AS

Which solutions are available to the customers when they face the problem

There are a lot of chatbots available presently. People have tried appointing real time customer agents but there are a lot issues

Explore AS, differential

Focus on J&P, tap into BE, understand RC

2. JOBS-TO-BE-DONE / PROBLEMS

Effectively handle financial queries

Use local and natural human like conversation

Ensure user interface is optimal

9. PROBLEM ROOT CAUSE RC

The problem mainly is because that since the element of money is involved customers feel pretty unreliable using a digital agent for transactions.

7.BEHAVIOUR BE

i.e. directly related: find the right solar panel installer, calculate
The customer visits their bank branch every time they have some issue or query

Focus on J&P, tap into BE, understand RC

3. TRIGGERS TR

Fancy user interface and comfortable transfer and updating of information is the only trigger that we can account here

10. YOUR SOLUTION SL

There are a lot of banking bots owned by banks. We can use the already available user information and design an intelligent agent for delivering a perfect discourse system
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8. CHANNELS of BEHAVIOUR CH

8.1 ONLINE
Customers try the website of the bank and try calling the customer support people. They try raising queries if a terminal is present

4. EMOTIONS: BEFORE / AFTER

EM

They feel scared about their account if the data is inaccurate
They might feel frustrated if their queries are unsolved

After usage:
 They'll feel confident about the discourse system.