Propose a sprint goal and backlog before the sprint planning meeting

the goal of the chatbot

- Chatbots allow businesses to connect with customers in a personal way without the expense of human representatives.

- For example, many of the questions or issues customers have are common and easily answered. That's why companies create FAQs and troubleshooting guides.

- A chatbot goal is a specific, measurable, aspirational, realistic, and time-bound metric that drives every aspect of a chatbot.

Examples of common chatbot goals

- Generate leads

- Close sales

- Reduce customer service tickets

- Automate repetitive HR employee workflows

- Grow brand awareness

- Grow product awareness

- Sign-posting and lead qualifying

- Engage social media audience

- Reduce customer churn

Why do banks need chatbot

- Banking chatbots have huge potential in customer engagement. It gives customers 24/7 access to support and banks can make great use of

Conversational AI and improve customer engagement to enhance the experience and improve retention.

the future goal   of chatbot technology

- Image result for the future updates for banking chatbot

- Chatbots will be more human alike

- The key challenges are: Misunderstanding requests: Chatbots often misinterpret the requests because they are not able to understand the right intent of the customer.

Build

2

Idea 1

3 Launch

4

Learn
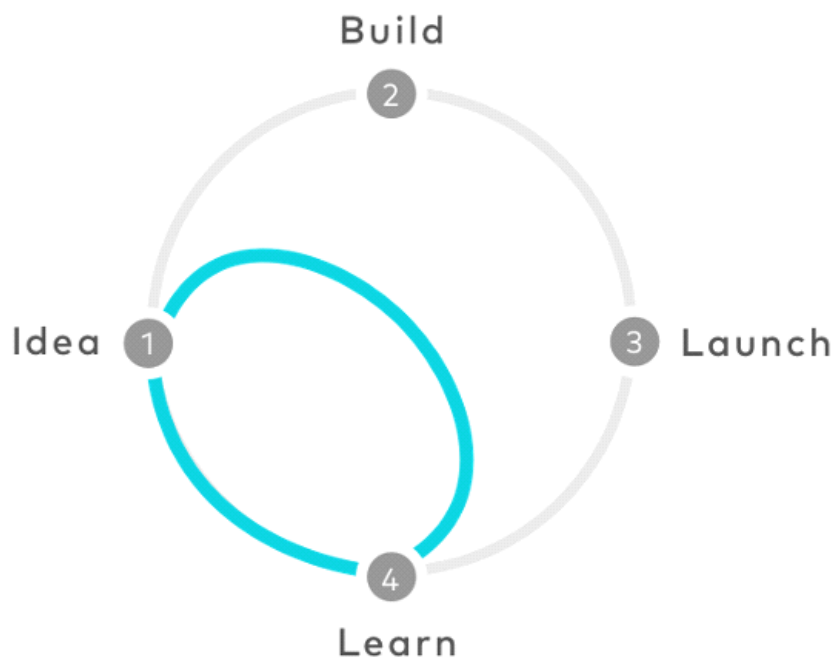
- Execute inaccurate commands: Chatbots fail to answer any technical commands made by the customers.