

## Ideation Phase

### Brainstorm Top 3 Ideas

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|---------------|---|
| Date          | 19 September 2022   |
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| Project Name  | AI based discourse for Banking Industry   |
| Maximum Marks | 4 Marks   |

#### Brainstorm Top 3 Ideas:

**1. Idea 1: The chatbot should provide service 24/7**

Because of the growing number of "always-on" digital consumers expect a 24-hour instant chat capability, the chatbots are also expected to function independent of time. As a result, we need to make chatbots integrated into their websites to have a competitive edge and are more likely to draw in new clients.

**2. Idea 2: The chatbot need to be polyglot**

Since the banks are not entitled to a particular region and the all customers may not be comfortable with using a common language. It is considered to be a major threat for reduction of usage of the chatbot. So, the chatbot need to be able to handle more than 1 language. The chatbot need not to support every language but definitely the basic communicative languages

**3. Idea 3: The chatbot need to handle clerical error**

There is no assurance that every user has idea about using Chatbot. The probability of novice users making errors is very high. While chatbots are error-free, they may not always understand every query, particularly if the user enters a term that the chatbot is unfamiliar with or makes a lot of spelling errors. Thus, we decided to make the chatbot handle clerical errors and answer to the query.