

Project Title:Smart Lender - Applicant Credibility Prediction for Loan Approval

Project Design Phase-I - Solution Fit Template

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Define CS, fit into CC

1. CUSTOMER SEGMENT

CS

Our Customer comes to bank in various purpose and need any type of loan.

Customer age is above 20

Customer have proper documents property

6. CUSTOMER CONSTRAINTS

CC

They need the knowledge of the solution and the application works

The customer can access in any type of device for this loan application

5. AVAILABLE SOLUTIONS

AS

Manual verification process but some errors happen while checking.

Using machine learning algorithms like linear regression,random forest,decision tree atc

Explore AS, differentiate

2. JOBS-TO-BE-DONE PROBLEMS

J&P

Here the problem is whether the customer is eligible for their loan or not.

We have to predict the customer eligibility for loan using machine learning algorithms.

9. PROBLEM ROOT CAUSE

RC

Credit misuse, cheating, EMI not paid etc

Improper documents submission

7. BEHAVIOUR

BE

Customer Spends some time for verifying the details given by their customer if their details is legitimate or not so, we use chatbot for this problem or any customer service for immediate call .

<div>Identify Strong TR & EM</div> <div> <h3>3. TRIGGERS</h3> <p>Our customers are triggered when their customer want to take loan and when they want to finalize the loan</p> <p>We make process is easy for customer needs.</p> </div>	<div>SL</div> <div> <h3>10. YOUR SOLUTION</h3> <p>It involves using Machine learning technique to process the data they collected from Kaggle and find if the customer who take loan is eligible or not for taking the loan</p> </div>	<div>CH</div> <div> <h3>8 CHANNELS of BEHAVIOUR</h3> <h4>8.1 ONLINE</h4> <p>Customer Spends time verifying the details given by their customer if their details is legitimate or not.</p> <p>All documents checkup through online.</p> <p>Huge loan amount should be given directly to customer.</p> <h4>8.2 OFFLINE</h4> <p>Customer Spends time verifying the details given by their customer if their details is legitimate or not .</p> <p>Documents verification and customer family background verification.</p> </div> <div>Identify Strong TR & EM</div>
<div>EM</div> <div> <h3>4. EMOTIONS: BEFORE / AFTER</h3> <p>How do customers feel when they face a problem or a job and afterwards?</p> <p>i. e. lost, insecure > confident, in control - use it in your communication strategy & design.</p> <p>Before</p> <p>Consume large time for get loan Long process</p> <p>After</p> <p>Easy interaction Less time and process Getting loan in short time</p> </div>		