

**Project Design Phase-I**  
**Proposed Solution Template**

Date	19 September 2022
Team ID	PNT2022TMID06855
Project Name	Project – AI based discourse for Banking Industry
Maximum Marks	2 Marks

**Proposed Solution Template:**

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	The main purpose of chatbots in banking is providing a better customer experience. They help in reducing the direct communications.
2.	Idea / Solution description	We will build a chatbot using Watson's assistant. The system is designed for banks to use where users can ask any bank related queries. The system recognizes the user's query and understands what he wants to convey and simultaneously answers them appropriately.
3.	Novelty / Uniqueness	A chatbot can easily save time and effort. These AI chatbots communicate with humans in a very natural form to resolve their queries and to assist them as required.
4.	Social Impact / Customer Satisfaction	Reduces Customers waiting time. Requires less time to getting their query answered.
5.	Business Model (Revenue Model)	Banks will enable much and reliable services which will gain customer loyalty.
6.	Scalability of the Solution	Chatbot can be created in a manner that the customers can use that using any language by accessing the location.