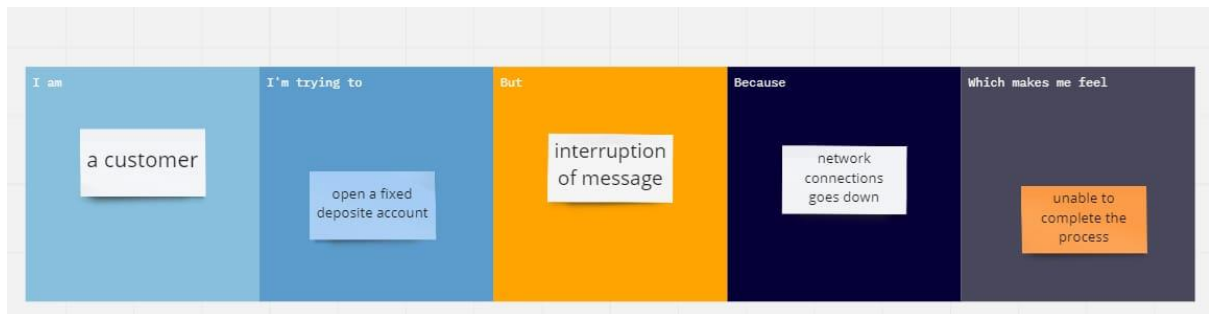
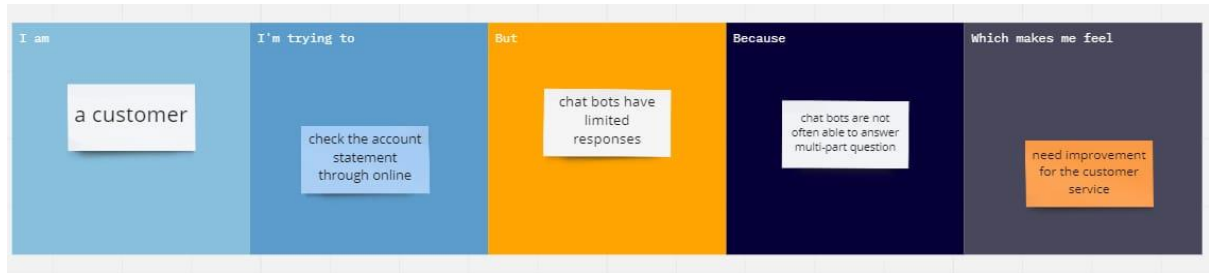


## Ideation Phase

### Define the Problem Statements

|               |  |
|---------------|--|
| Date          | 15 October 2022                        |
| Team ID       | PNT2022TMID48901                       |
| Project Name  | AI Based discourse on banking industry |
| Maximum Marks | 2 Marks                                |

#### Customer Problem Statement :



| Problem Statement (PS) | I am (Customer) | I'm trying to                              | But                              | Because   | Which makes me feel                        |
|------------------------|-----------------|--|----------------------------------|---|--|
| PS-1                   | A Customer      | Check the account statement through online | Chat bots have limited responses | Chatbots are not often able to answer multipar questions or questions require decisions | Need improvement for the customer service. |
| PS-2                   | A Customer      | Open a fixed deposit account               | Interruption of messages         | Network Connection Goes Down  | Unable to complete the process.            |