

Define CS, fit into CC	<div>1. CUSTOMER SEGMENT(S)<div>CS</div></div> <div>Person who wants to create bank accounts, load queries, general banking queries, queries related to net banking.</div>	<div>6. CUSTOMER CONSTRAINTS<div>CC</div></div> <div><div>→ Personalization</div><div>→ Domain specific function.</div><div>→ Limited solutions.</div><div>→ Technical issues.</div><div>→ Regular maintenance of customers data.</div></div>	<div>5. AVAILABLE SOLUTIONS<div>AS</div></div> <div><div>→ Money transfer.</div><div>→ Answer basic questions.</div><div>→ Provide on time notifications and remainder.</div><div>→ Check account balance.</div><div>→ Real time location tracking.</div></div>	Explore AS, differentiate
	<div>2. JOBS-TO-BE-DONE / PROBLEMS<div>J&amp;P</div></div> <div><div>Analyses the user/customers language and answer according to their selected language.</div><div>High capacity of misunderstanding.</div><div>Fail to understand the human language.</div></div>	<div>9. PROBLEM ROOT CAUSE<div>RC</div></div> <div><div>Lack of conversation between the user and bank.</div><div>They are provided limited languages so user cannot able to understand the queries.</div></div>	<div>7. BEHAVIOUR<div>BE</div></div> <div>The aim of the project is to build a continental languages depends upon the user/customers</div>	
Focus on J&P, tap into BE, understand RC				Focus on J&P, tap into BE, understand RC

<b>3. TRIGGERS</b> → can easily get answers for banking queries. → Enhancing Banking Services → Work efficiency & Reduce workload <b>TR</b>	<b>10. YOUR SOLUTION</b> <b>SL</b>  Chatbot can response according to the user/customer language. Who can ask bank related questions like to create a bank account, able to answer loan queries, able to answer general banking queries and also able to answer queries regarding net banking. .	<b>8.CHANNELS of BEHAVIOR</b> <b>CH</b>  <b>ONLINE</b> Websites and Mobile Apps
<b>4. EMOTIONS: BEFORE / AFTER</b> <b>EM</b>  Before:  → Misunderstanding of queries, → limited languages  After:  → Easy to understand queries according to user language → User continental languages.		