

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

Date	24 September 2022
Team ID	PNT2022TMID53357
Project Name	Project - AI based discourse for Banking Industry
Maximum Marks	2 Marks

**Proposed Solution Template:**

Project team shall fill the following information in proposed solution template.

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	<p>To build a chatbot with the following capabilities using Watson's assistant:</p> <ul style="list-style-type: none"><li>• The Bot should be able to guide a customer to create a bank account.</li><li>• The Bot should be able to answer loan queries.</li><li>• The Bot should be able to answer general banking queries.</li><li>• The Bot should be able to answer queries regarding net banking.</li></ul>
2.	Idea / Solution description	<p>Creating a platform for customers to clear their queries and doubts regarding Banking and providing assistance and guidance regarding maintenance of bank accounts. This solution can be scaled to be multilingual. This user friendly solution would give a welcoming experience for the customers by interacting with the chatbot.</p>
3.	Novelty / Uniqueness	<p>The queries are handled by the chatbot and if the customer wants to connect with the bank executives for further clarification, a separate mode of communication is also established.</p>
4.	Social Impact / Customer Satisfaction	<p>Banks can use our chatbot services in their application to help support their customers better. In case the customer is not satisfied, we would connect them to a bank executive.</p>
5.	Business Model (Revenue Model)	<p>Implementing advertisements in the chatbot related to banking like loans etc., would generate revenue for us.</p>
6.	Scalability of the Solution	<p>The chatbot can be upgraded to support multiple languages to target many customers.</p>