IBM NALAIYA THIRAN

TITLE   : AI based discourse for Banking Industry

DOMAIN   : Artificial Intelligence

TEAM ID   : PNT2022TMID33620

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PROBLEM SOLUTION FIT:

1. CUSTOMER SEGMENTS	6. CUSTOMER CONSTRAINS	5. AVAILABLE SOLUTIONS
> Loans > Bank Account > Money Transfer	> Difficult to find answer in website > Unsupported application > Install Bank apps and with proper internet	> Locking or resetting cards > Solve queries through email

2. PROBLEMS / PAINS	9. PROBLEM ROUTE CAUSE	7. BEHAVIOUR
> Visit bank and wait for long time to solve customer queries > Bank employees are not available at every time > Bank employees are not feel free to talk	> Customers don't want to visit bank every time for bank > Customers want to know their queries status immediately > Privacy of customer data	> Late and irresponsive response from bank > Waiting more time on bank issues creates disappointment

3. TRIGGERS	10. SOLUTION	8. CHANNEL OF BEHAVIOUR
> Bank need to work fast with technology > 24*7 Assistance	> Using Artificial intelligence with IBM Watson assistant to mimic human conversation in the proposed model to analyze customer data accurately and improve quality of service > Chatbot helps more in quires section and solve customer issues	> Online : Trustworthy customer support from chatbot > Offline : Conversation among customers
4. EMOTIONS >Before : Long waiting time (time waste) with irritation > After : Feel comfortable with bank		

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