

Project Design Phase-I - Solution Fit Template

1. CUSTOMER SEGMENT(S) CS <ul style="list-style-type: none"> - Bank Account Holders - Net Banking Users - Students - Loan borrowers - Workers - Businessmen 	6. CUSTOMER CONSTRAINTS CC <ul style="list-style-type: none"> - Customer should hold a Bank Account. - Customer should have install Banking Application. - Have knowledge about using chatbots. - The customers must be above the age of 18 	5. AVAILABLE SOLUTIONS AS <ul style="list-style-type: none"> - Customers can reach out help 24/7 at contact us. -customer service is the most popular option for service companies all over the world.
2. JOBS-TO-BE-DONE / PROBLEMS J&P <ul style="list-style-type: none"> - Banks cannot be available 24*7 Instant Access cannot be done directly through banks. -To help in creating an account, view balance, answer some basic queries. -Humans cannot provide personalized services to all customers. 	9. PROBLEM ROOT CAUSE RC <ul style="list-style-type: none"> -Due to this delay in response, the customer leaves the service providers. -Human executives can't able to provide 24*7*365 services. -Customers don't want to visit bank every time for bank related functions. 	7. BEHAVIOUR BE <ul style="list-style-type: none"> -The Customer seek for the help in Contact us section. -Bank Consumes more time for providing banking functionalities. -Customer use bank chatbot.
3. TRIGGERS <p>Banking customers wants to make their life easier, save time from manual banking, chatbot reminder that it will solve all your banking queries.</p> 4. EMOTIONS: BEFORE / AFTER <p>Before requesting assistance, the customers are confused. However, people now feel comfortable with banking after utilising the chatbot.</p>	10. YOUR SOLUTION <p>Artificial intelligence in the banking industry, which makes banks effective, reliable, helpful and more understanding, is to give solution to the issue. In this digital age, it is enhancing the competitive edge of modern banks. The expanding influence of AI in banking reduces operational costs, enhances customer service and automates more processes.</p>	8. CHANNELS of BEHAVIOUR 8.1 ONLINE <p>Banks may save money on operating expenses by using chatbots, and they can also increase customer satisfaction by expediting interactions.</p> 8.2 OFFLINE <p>Customers can go to the bank and fix their difficulties there right away.</p>