

PROJECT DESIGN PHASE -1

PROBLEM – SOLUTION FIT TEMPLATE

Date	14 October 2022
Team ID	PNT2022TMID50638
Project Name	AI BASED DISCOURSE FOR BANKING INDUSTRY
Maximum Marks	2 Marks

Problem – Solution Fit Template:

LINK:

<https://app.mural.co/invitation/mural/ibm0275/1665759431524?sender=u80511b469253ce0b506f7377&key=c46da226-d6a9-47a8-8df9-e556b922c964>

Problem – Solution Fit Template:

1.CUSTOMER SEGMENT(S) people who want to do the following tasks in online: General bank queries Net Banking Bank Account Creation Online Transaction Loan Queries	6.CUSTOMER CONSTRAINTS Spending power cost Comfortness Time Human Efforts	5.AVAILABLE SOLUTIONS Chatbot using IBM watson assistant Human staff for assisting the customer
2.JOBS-TO-BE-DONE/PROBLEMS It takes more time to go to bank and do transactions, sometimes we have to wait in a long queue If the bank is at distant, we have to spend huge amount for transaction itself For each small doubt we need to go to bank directly	9.PROBLEM ROOT CAUSE In this digital world everyone wants to do everything in online that is paying bills, shopping, transaction, getting answer to their bank queries, ticket booking from anywhere and any time	7.BEHAVIOUR Customer searches a good assistant to answer all their queries customer do some research and chooses an efficient chatbot which saves time and cost
3.TRIGGERS All our difficult are solved using our proposed solution chatbot	10.YOUR SOLUTION Chatbot built using watson assistant	8.CHANNES OF BEHAVIOUR Customer will type their queries to chatbot and chatbot will reply the customer Customer can access the bot from anywhere