

Ideation Phase

Define the Problem Statements

Date	19 September 2022
Team ID	PNT2022TMID30790
Project Name	Project - AI based discourse for Banking Industry
Maximum Marks	2 Marks

Customer Problem Statement

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A worker	Change mobile number in my account.	It takes a longer time.	The procedures are so large.	Frustrated and I was not able to use digital transactions.
PS-2	Old age person	Take some money from my account	I don't know how to take the money	I was not educated.	Disappointed
PS-3	A student	Receive amount from parents	Sometimes the amount didn't receive on time	Issues banking services	Uncomfortable and enhance the banking services.
PS-4	IT Person	Pay House loan	Unable to visit bank at specific time physically	Rules and Regulations in working hours in IT	Digitizing all procedures will be comfortable

