

AI BASED DISCOURSE FOR BANKING INDUSTRY

TEAM ID: PNT2022TMID30790

PROBLEM SOLUTION FIT

This problem can be solved by using an Automated solution,such as Chatbot,which can handle all simple queries.

You could reduce your employee's workload by having Chatbot handle all of the simple customer requests.

It understands human languages and assist them in text - based communication

Limited response

Need to be Maintained

Misreads the customer's query

Unsuitable for outdated customer's

Losing Customer insights

Misunderstood the customer's query,InternetAccess is required,Outdated Mobile Experiences

Simple Banking queries can be resolved quickly, Saves lot of Times, 24/7Availability

Bank's Customers

PROBLEM ROOT/CAUSE

Slow response from Human agent

Limited only on working days

Longer to resolve complaints

Waiting in queue for assistance

Cannot able to ask queries repeatedly

Guiding customer create Bank Account

Answer loan queries

Answer general Banking queries

Answer queries regarding Net Banking

Automated customer service

TRIGGERS TO ACT

Seeking Customer's doubts
A Customer needed guidance

CUSTOMER'S LIMITATION

BEFORE : Confused,Helplessness,Exhausted
AFTER : Satisfication,Motivated,Relaxed

CHANNELS OF BEHAVIOR

ONLINE

Instantaneously responding to queries,Assisting clients in clearing up their doubts

CHANNELS OF BEHAVIOR

OFFLINE

Following guidelines from the Chatbots,Getting queries answers from Chatbot