

# PROBLEM STATEMENT

In this project, we will be building a chatbot using Watson's Assistant that helps banks for automating business processes such as customer service.

We will be building a chatbot using Watson's assistant. This chat should have the following capabilities:

- The Bot should be able to guide a customer to create a bank account.
- The Bot should be able to answer loan queries.
- The Bot should be able to answer general banking queries.
- The Bot should be able to answer queries regarding net banking.

Chatbots deliver a very high ROI in cost savings, making them one of the most commonly used applications of AI across industries. Chatbots can effectively tackle most commonly accessed tasks, such as balance inquiry, accessing mini statements, fund transfers, etc. This helps reduce the load from other channels such as contact centres, internet banking, etc.

## Architecture:

