CS

TR

ЕМ

CC

RC

SL

# 1.Customer Segment(s)

Customer is the person who borrow loan for their needs.

#### 6. Customer Constraints

Loan may be available for the customer in their prefered Bank if their documents are in proper manner.

#### 5. Available Solution

Prediction using Machine Learning algorithms like Linear regression, Decision tree algorithm and random forest regression.

# AS

Explore AS, differentiate

Focus on J&P, tap into BE, understan

# BE

# 2. Jobs-To-Be-Done / Problems

Lenders are often confused for choosing loans, like whether the borrower are eligible are not. This website will help them Predicting eligibility.

## 9. Problem Root Cause

The root cause of the problem is not having proper documents for borrower and they might enter the incorrect data so that the lender don't have clarity to choose borrower.

#### 7.Behaviour

Loan approval prediction is a time consuming process the applicant needs to wait for a long time, so with the help of chatbot option it is easy to identify whether the applicant is eligible or not.

# 3.Triggers

TR & EV

Hearing about the website through Advertisements and social media.

## 4.Emotions: Before / After

Before: Stress, Hopeless. After: Clarity, Time Saving.

#### 10. Your solution

People's needs increased, so demand for loans in banks also increased. Loan approval is a time consumption process, in order to reduce the time consumption we are going to create a chatbot option. The loan approval can be predicted using any of the following machine learning algorithms like Linear Regression, Decision Tree Algorithm and Random Forest Regression.

# 8. Channels of Behaviour

## 8.1 Online

СН

Money4u and abhiloans.com helps to explore lending predictions available.

## 8.2 Offline

Ask colleagues for references for getting a loan..

Identify strong TR &