

## Ideation Phase

### Define the Problem Statements

Date	19 October 2022
Team ID	PNT2022TMID50185
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	Account holder	Take help from the Chat-bot for creating an account	I can't understand it.	It's in an language	Dumb
PS-2	New customer	whether I need pan card for creating an account as new	It is not showing anything related to it.	It's redirecting to other websites or shows about creating an account	Irritated
PS-3	Net banking	Connect with the chat-bot	It's not connecting	I have no internet Access	Useless
PS-4	Loan queries	Ask queries about loan	It guides the customer to the relevant information they are looking for	Use this chatbot for demand my queries	Useless
PS-5	General customer	Ask queries	But it has limited queries options.	The query I am searching is not in the options	Frustrated