Ideation Phase
Define the Problem Statements

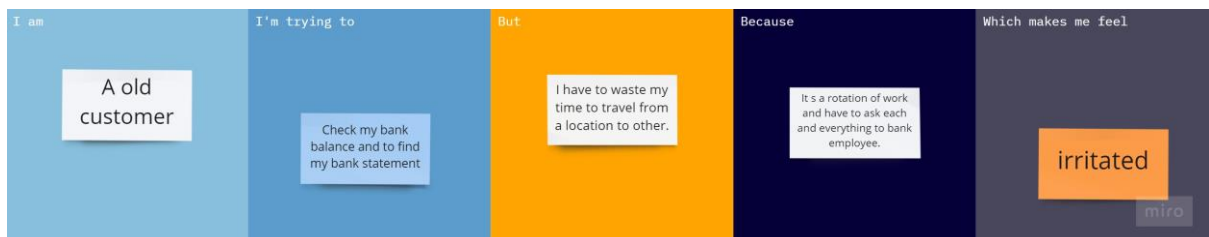| Date	12 October 2022
Team ID	PNT2022TMID31628
Project Name	AI based discourse for Banking Industry
Maximum Marks	2 Marks

Problem Statement:

Banks are the largest sector because they deal with banking transactions that anyone may use, but because banks are occasionally unable to satisfactorily respond to client questions about their goods or services, customer satisfaction is restricted. To assist customers in any way, an intelligent system must be established. We will provide the best answer attainable. The users are bank clients who want 24-hour support to clear all of their accounts and lead them through each step of the banking procedure. Hence, an improved and intelligent method of interacting with the clients must be established to guarantee effective service delivery. As a means of defeating the user, the virtual assistant will offer personalized and effective support for any banking service dissatisfaction issues Between the user and the bank, communication. It is designed to serve as a comprehensive virtual assistant that can allow clients to contact banks or call customer service with inquiries about banking service centre as well as offer them pertinent advice.

Who does the problem affect?	A customer of the bank
What are the boundaries of the problem?	Customers who have queries related to banking or trying to use various services of the bank
What is the issue?	Customers need to visit banks frequently for simple queries. Banks are not able to answer huge volumes of customers queries efficiently.
When does the issue occur?	When the customer is unable to visit a bank.
Where does the issue occur?	It occurs in banking industries
Why is it important that we fix the problem?	It addresses the queries of customers

	immediately and effectively in a cost efficient manner.
What solution to solve this issue?	Chatbot should be able to answer any general banking queries on account creation, loan, net banking, other services etc. AI chatbots can help the customers to complete their work quickly and efficiently.
What methodology used to solve the issue?	Artificial intelligence mimics the human brain in order to make chatting with the chatbot more life- like.

Miro Customer Problem Statement Canvas:

I am	I'm trying to	But	Because	Which makes me feel
A customer who created a bank account	Make use of the bank features.	It requires more time in general to complete a required task	It is more difficult for the customer to ask doubt s to bank employee.	Exhausted
A unknown (new) customer	Understand and learn about banking sector.	It usually takes long time than expected.	The bank employee is more busy with other works .	Frustrated
A old customer	Check my bank balance and to find my bank statement	I have to waste my time to travel from a location to other.	It s a rotation of work and have to ask each and everything to bank employee.	irritated

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A customer who created a bank account	Make use of the bank features.	It requires more time in general to complete a required task	It is more difficult for the customer to ask doubt s to bank employee.	Exhausted
PS-2	A unknown (new) customer	Understand and learn about banking sector.	It usually takes long time than expected	The bank employee is more busy with other works .	Frustrated
PS - 3	A old customer	Check my bank balance and to find my bank statement	I have to waste my time to travel from a location to other.	It s a rotation of work and have to ask each and everything to bank employee.	irritated