

Brainstorm & idea prioritization

Use this template in your own brainstorming sessions so your team can unleash their imagination and start shaping concepts even if you're not sitting in the same room.

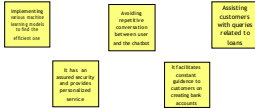
Before you collaborate

A little bit of preparation goes a long way with this session. Here's what you need to do to get going.

10 minutes

- A Team gathering**
Define who should participate in the session and send an invite. Share relevant information or pre-work ahead.
- B Set the goal**
Think about the problem you'll be focusing on solving in the brainstorming session.
- C Learn how to use the facilitation tools**
Use the Facilitation Superpowers to run a happy and productive session.

Muralitharan K



Define your problem statement

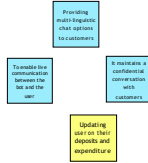
The aim of our project is to build a chatbot using IBM Watson's assistant. This chatbot should be able to answer any general banking queries on account creation, loan, net banking, other services etc. The chatbot should provide 24/7 customer support with the necessary data for solving their queries which reduces their time on moving to banks directly.

Brainstorm

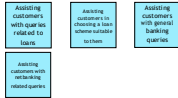
Write down any ideas that come to mind that address your problem statement.

10 minutes

Jeeva M



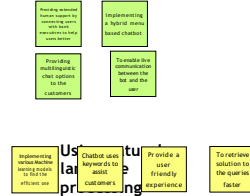
Chat-Bot Model



Group ideas

Take turns sharing your ideas while clustering similar or related notes as you go. In the last 10 minutes, give each cluster a sentence-like label. If a cluster is bigger than six sticky notes, try and see if you can break it up into smaller sub-groups.

Assisting Customers



Features in Chat-Bot

Providing multi-lingual chat options to customers



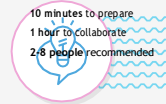
Share the mural

- B Export the mural**
Export a copy of the mural as a PNG or PDF to attach to emails, include in slides, or save in your drive.

Quick add-ons
e outcomes of the session.

After you collaborate

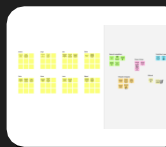
You can export the mural as an image or pdf to share with members of your company who might find it helpful.

10 minutes to prepare
1 hour to collaborate
2/8 people recommended

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Need some inspiration?

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Open article

PROBLEM

How might we use chatbots to assist bank customers with loan related queries?



PROBLEM

How might we build a chatbot to benefit the banking industry?

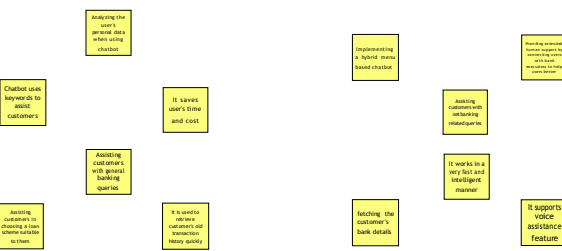
PROBLEM

How might we use chatbots to assist bank customers with general banking queries?

PROBLEM

How might we use chatbots to assist bank customers with queries regarding net banking?

Nithikroshan K



Provide a user friendly experience

To not view solution to the queries faster

It maintains a user friendly interface

Using Neural Network

1. Works in very fast and intelligent manner

2. Provides reliable service for answering queries

Using Artificial intelligence

3. Facilitates customer guidance to customers on creating a bank account

4. Its cost worthy

5. It maintains confidential conversation with customer's

Using Cloud Technology

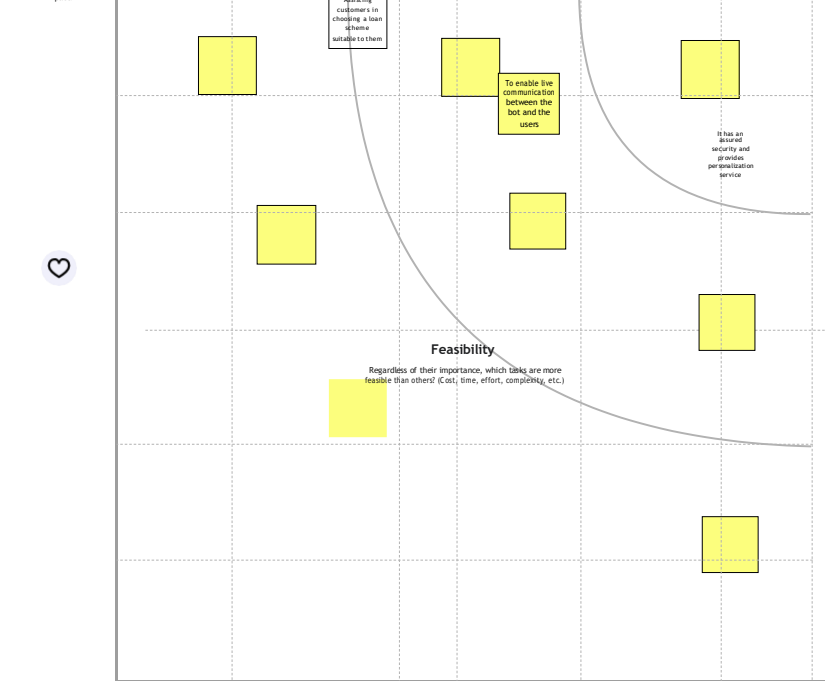
6. It saves user's time and cost

7. It is interoperable

8. It is used to enhance customer's old transaction history quickly

Importance

If each of these tasks could get done without any difficulty or cost, which would have the most positive impact?



2

Keep moving forward

Strategy blueprint

Define the components of a new idea or strategy.

[Open the template](#)

Customer experience journey map

Understand customer needs, motivations, and obstacles for an experience.

[Open the template](#)

Strengths, weaknesses, opportunities & threats

Identify strengths, weaknesses, opportunities, and threats (SWOT) to develop a plan.

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