

Define CS, fit into CC	1. CUSTOMER SEGMENT(S) <p>They can assist bank customers to get the status of account balances, transferring funds, applying for personal loans and credit cards, paying bills, and checking their credit scores.</p>	6. CUSTOMER CONSTRAINTS <ul style="list-style-type: none"> • Good network • Any device to connect (mobile/laptop) 	5. AVAILABLE SOLUTIONS <p>Machine Learning, predictive analytics, and voice recognition tools are all increasing the value of digital banking services. AI Chatbots, facial recognition banking apps, and fraud detection systems and applications.</p>	Explore AS, differentiate
Focus on J&P, tap into BE, understand RC	2. JOBS-TO-BE-DONE / PROBLEM <p>Lead generation and qualification Chatbots can engage with the visitors on the bank's digital platforms to generate leads and assess those leads with relevant questions. Customer service 24/7 availability and the tireless and consistent nature of chatbots for customer support is an important advantage of chatbots in banking.</p>	9. PROBLEM ROOT CAUSE <p>Chatbots are as smart as they are programmed to be handling multiple languages and dialects can be a troublesome task for chatbots. Gathering data, cleaning it, and training the chatbot with it is a lengthy process. AI is a developing branch and a chatbot with human-level cognizance.</p>	7. BEHAVIOUR <p>Banking chatbots help customers complete banking transactions with ease using voice or text. Chatbots are useful to banks because they can reduce operational costs, as well as improve customer satisfaction by streamlining interactions.</p>	Focus on J&P, tap into BE, understand RC
IDENTIFY STRONG T&E M	3. TRIGGERS TR <ul style="list-style-type: none"> • Chatbots are faster • They tirelessly work round the clock and are available 24*7*365 • Chatbots result in huge cost savings • They provide a personalized experience 4. EMOTIONS: BEFORE / AFTER EM <p><u>Emotions before:</u> Helpless, slow process, improper guidance, time-consuming</p> <p><u>Emotions after:</u> Faster, proper guidance, customer friendly, solve complex queries</p>	10. YOUR SOLUTION SU <p>Chatbots can help users find information faster, but they are not a replacement for answers to frequently asked questions on your organization's website. Chatbots require good content that can be easily parsed, and that content must be created and maintained by humans.</p> <p>Sometimes the chatbot may not know the answer. When that happens, a chatbot can transfer users to an agent or direct them to a self-service knowledge center. Being resourceful and continuing to improve the quality of your content can help create a successful chatbot solution and improve the overall customer experience.</p>	8. CHANNELS of BEHAVIOUR CH <p>8.1 ONLINE</p> <p>AI can help banks improve the security of online finance, track the loopholes in their systems, and minimize risks.</p> <p>8.2 OFFLINE</p> <p>Complex <u>machine learning</u> to fend off money launderers or sift through mountains of data for fraud-related anomalies, you've probably at least interacted with its customer service chatbot, which runs on AI</p>	IDENTIFY STRONG T&E M