

## Ideation Phase

### Define the Problem Statements

College Name	Rathinam Technical Campus
Team ID	PNT2022TMID43737
Project Name	AI-BASED DISCOURSE FOR BANKING INDUSTRY
Maximum Marks	2 Marks

### PROBLEM STATEMENT

Banking is an important industry since it deals with financial transactions that anyone may use, yet banks are frequently unable to satisfactorily respond to client questions about their goods or services, which lowers customer satisfaction. To give customers the best choice, an intelligent system must be put in place to guide them through all of the financial services the bank provides. The users are bank customers who need a service that is always on call to respond to all of their inquiries and guide them through the various banking processes. To ensure effective service delivery, a better and more intelligent manner of communication with clients must be created.

It is intended to serve as a comprehensive virtual assistant that enables users to provide useful advice and ask inquiries about banking without having to go to a bank or contact customer care centers.

#### Problem Statement 1:



#### Problem Statement 2:

