Project Design Phase-I
Proposed Solution

Date	22 October 2022
Team ID	PNT2022TMID43737
Project Name	AI based discourse for Banking Industry
Maximum Marks	2 Marks

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	Using Watson's assistance, we will construct a chatbot in this project. The following features should be available on this chat: • The bot should be able to direct users through the process of opening a bank account. • The bot should be able to respond to questions about loans. • The Bot ought to be able to respond to common banking questions. • The bot ought to be able to respond to questions about online banking.
2.	Idea / Solution description	The suggested remedy entails developing a chatbot that mimics human interaction in order to help consumers with their banking needs and offer a more personalized experience. A conversation bot can now more easily be integrated into applications thanks to developments in artificial intelligence, machine learning, decision-making ability, and the availability of more domains and corpora.
3.	Novelty / Uniqueness	Users will be able to ask any banking-related queries they feel comfortable asking, like how to check account details, transactions, and balance, using natural language. The chatbot will detect and understand the user's question in light of the conversational environment and generate an appropriate response.
4.	Social Impact / Customer Satisfaction	Users will be able to ask any banking-related queries they feel comfortable asking, like how to check account details, transactions, and balance, using natural language. The chatbot will detect and understand the user's question in light of the conversational environment and generate an appropriate response.
5.	Business Model (Revenue Model)	To help consumers with their banking, a chatbot designed specifically for the domain will be used. To solve the problems with user happiness

		connected with services for internet banking. The chatbot will enable the customer to have direct, effective communication with their bank in order to manage their accounts and receive support as necessary, including scheduling appointments and responding to questions.
6.	Scalability of the Solution	The chatbot will offer prompt responses to eliminate the requirement for the user to contact or visit their local bank office and stand in line in order to speak with an advisor for assistance. To increase the application's security To strengthen security and guarantee that only users who have registered may access their accounts, reducing the possibility of fraud, Google's 2 Factor Authentication will be incorporated.