

Ideation Phase

Define the Problem Statements

Date	20 OCTOBER 2022
Team ID	PNT2022TMID40074
Project Name	AI Based Discourse For Banking Industry
Maximum Marks	2 Marks

. **Quality of Service**- Quality of Service stands out to be an independent variable. It is determined by the ease of queries without compromising the quality. The relationship between quality of service and actual response is extremely good. Quality is one of the major factors into the attitude of the customers.

Security & Reliability- This factor makes sure that the customers feel secure to share their personal information with chatbots to solve their problems, where security means safeguarding the data shared which will make it reliable to use. Hence, the need in transparency of security is to extract the actual responses.



