

## Ideation Phase

### Define the Problem Statements

Date	12 September 2022
Team ID	PNT2022TMID28677
Project Name	AI- based discourse for Banking Industry
Maximum Marks	2 Marks

#### Problem Statement :

A Banking sector is an industry that requires 24/7 interaction in some or other form with the bank account holders and users. This is something that should be looked up to because unlike machines, humans cannot interact and clarify problems all the time. Also, banking employees have feelings and cannot stand situations where questions are asked repeatedly. Problems also arise from customer's point of view when they aren't given an appropriate explanation. Thus, we bring our AI-based chatbots into play.

Chatbots are AI-based agents which take the place of an employee who is available to give basic details to the customer. It also acts as a guide for people who are new to the banking process.

I am	I'm trying to	But	Because	Which makes me feel
user with the new bank account	comprehend more about the available features of the bank	It's time consuming at the bank	I require a bank employee to clarify my doubts	Annoyed

I am	I'm trying to	But	Because	Which makes me feel
new customer	learn more about banking	There is more information to remember	process is so long	frustrated

I am	I'm trying to	But	Because	Which makes me feel
an existing customer at the bank	check on my bank statement	I have to travel to the bank now and then	I have to get my work done	exhausted

**Problem Scenarios:**

<b>Problem Statement (PS)</b>	<b>I am (Customer)</b>	<b>I'm trying to</b>	<b>But</b>	<b>Because</b>	<b>Which makes me feel</b>
PS-1	user with the new bank account	comprehend more about the available features of the bank	It's time-consuming at the bank	I require a bank employee to clarify my doubts	annoyed
PS-2	new customer	learn more about banking	There is more information to remember	The process is so long	frustrated
PS-3	an existing customer at the bank	check on my bank statement	I have to travel to the bank now and then	I have to get my work done	exhausted