

↪ PROBLEM SOLUTION FIT ↩

1 YOUR SOLUTIONS

This problem can be solved by using an Automated solution,such as Chatbot,which can handle all simple queries.

You could reduce your employee's workload by having Chatbot handle all of the simple customer requests.

It understands human languages and assist them in text - based communication

2 PROBLEMS/PAINS

- Limited response
- Need to be Maintained
- Misreads the customer's query
- Unsuitable for outdated customer's
- Losing Customer insights

3 CUSTOMER'S LIMITATION

Misunderstood the customer's query,Internet Access is required,Outdated Mobile Experiences

4 AVAILABLE SOLUTIONS

Simple Banking queries can be resolved quickly,
Saves lot of Times,
24/7 Availablity

7 CUSTOMER SEGMENTS

Bank's Customers

5 PROBLEM ROOT/CAUSE

- Slow response from Human agent
- Limited only on working days
- Longer to resolve complaints
- Waiting in queue for assistance
- Cannot able to ask queries repeatedly

6 BEHAVIOR

- Guiding customer create Bank Account
- Answer loan queries
- Answer general Banking queries
- Answer queries regarding Net Banking
- Automated customer service



TRIGGERS TO ACT
Seeking Customer's doubts
A Customer needed guidance



Emotions
BEFORE : Confused,Helplessness,Exhausted
AFTER : Satisfaction,Motivated,Relaxed



CHANNELS OF BEHAVIOR
ONLINE
Instantaneously responding to queries,Assisting clients in clearing up their doubts



CHANNELS OF BEHAVIOR
OFFLINE
Following guidelines from the Chatbots,Getting queries answers from Chatbot