

AI BASED
DISCOURSE FOR
BANKING INDUSTRY

I am

A School student
A Farmer
A Human
Business Owner
A Collage Student
A Villager

I'm trying to

Create a new bank
account.
Get a loan
Send money to my son
Create a second bank
account

But

Don't know where to
start
Unable to get step by
step instructions
from bank
Am not familier with
online banking

Because

I am inexperienced
Bank employees don't
value me as a
customer
I am overloaded with
my business
The website keeps
updating and I'm not
able to keep up

Which makes me feel

Helpless and
embarrassed.
Helpless and upset.
Frustrated since I
can't help my son.
Helpless
Clueless and confused