**Project Design Phase-I**

**Proposed Solution Template**

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| Date | 14 OCTOBER 2022 |
| Team ID | PNT2022TMID40643 |
| Project Name | Project – AI BASED DISCOURSE FOR BANKING INDUSRTY |
| Maximum Marks | 2 Marks |

**Proposed Solution Template:**

Project team shall fill the following information in proposed solution template.

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| **S.No.** | **Parameter** | **Description** |
|  | Problem Statement (Problem to be solved) | Banks are not able to resolve the queries of customer at all times to the products are services in satisfactory way which one current hinders their customer satisfaction . |
|  | Idea / Solution description | In order guide the customer financial throughout all the services provided by the bank, an intelligence system |
|  | Novelty / Uniqueness | Chat bots developed AI should be able to any answer central banking queries on account creation ,loan net banking others services etc . |
|  | Social Impact / Customer Satisfaction | In order to attain the user satisfaction issues associated with banking services, chat bot will provide personal and efficient communication the bank .Banking -related question without visiting bank or calling up customer services suggestions. |
|  | Business Model (Revenue Model) | Employing a chatbot will be a cost-effective solution to clear customer queries for banks .bank employees whose efforts can be used elsewhere. |
|  | Scalability of the Solution | AI chat bots provides 24/7 services to clear all customer queries and guid them through all the banking processes .Requirements of the bank to include answer to queries related to any new features or services introduced by the bank. |