Project Design Phase-I Proposed Solution Template

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| Date: | 14 OCTOBER 2022 |
| Team ID: | PNT2022TMID40660 |
| Project Name: | Project – AI BASED DISCOURSE BABKING INDUSTRY |
| Maximum Marks: | 2 Marks |

**Proposed Solution Template:**

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| **S. No.** | **Parameter** | **Description** |
| 1. | Problem Statement (Problem to be  solved) | Banks are not able to resolve the queries of customer at all times related to the products are services in satisfactory way which in current hinders their customer satisfaction. |
| 2. | Idea / Solution description | In order guide the customer throughout all the financial services provided by the bank, an intelligence system introduced provided people best solution possible. |
| 3. | Novelty / Uniqueness | Chat bots developed using AI should be able to any answer central banking queries on account creation, loan, net banking others services etc. |
| 4. | Social Impact / Customer Satisfaction | In order to attain the user satisfaction issues associated with banking services, chatbot will provide personal and efficient communication the bank.  Banking –related question without visiting bank or calling up customer service centers suggestions. |
| 5. | 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. |
| 6. | Scalability of the Solution | AI chat bots provides 24/7 service to clear all customer queries and guide them through all the banking processes. Requirements of the bank to include answers to queries related to any new feature or service introduced by the bank. |