IDEATION PHASE
PROBLEM STATEMENT

Date	22th September 2022
Team ID	PNT2022TMID48001
Project Name	AI based discourse for Banking Industry
Maximum marks	2 marks

PROBLEM STATEMENT

Banking is a crucial sector, it deals with financial transactions which can be availed by everyone, but banks are not able to resolve the queries of customers at all times related to the products or services in satisfactory way which in turn hinders the customer satisfaction. In order to guide the customers throughout all the financial services provided by the bank, an intelligent system has to be introduced to provide people with the best solution possible. The users are bank customers who need a service, available 24/7, to clear all their queries and guide them through the various banking processes. So, an enhanced and smarter way of interaction with the customers has to be built to ensure efficient delivery of service.

I am	I'm trying to	But	Because	Which makes me feel
a new customer	Learn more about banking	It take a long time	There is always along queue as bank employees are busy	frustrated
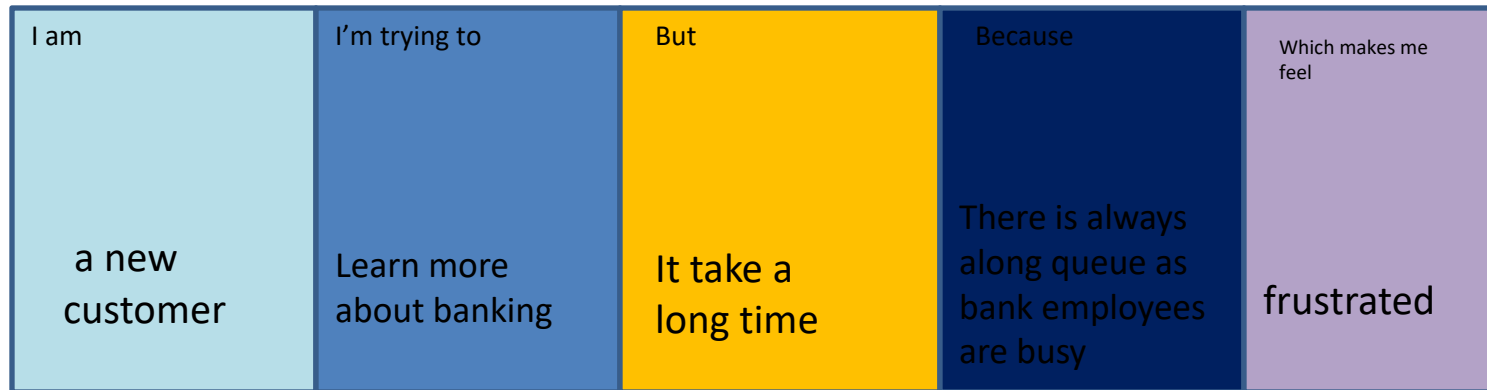
Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A Student	Create the bank account	I have creating account in some quires.	I asked my quires about bank employees	Irritated
PS-2	Executors and administrators	Understand the available services in the bank.	I have to a waste of lot of time at the bank.	There is always a long queue as bank employees are busy.	Annoyance
PS-3	illiterates	Check the balance and transfer the money.	I don't know the process of transfer the money	employees Should not response in the bank	Irritated