DATE	10 OCTOBER 2022
TEAM ID	PNT2022TMID45515
PROJECT NAME	AI BASED DISCOURSE FOR BANKING INDUSTRY
MAXIMUM MARKS	2 MARKS

Proposed Solution

S.NO	parameter	Description
1	Problem Statement (Problem to be solved)	Bank employees can't able to solve all the queries of the customer at a time. Customer need to visit bank frequently for simple doubts but all the queries can't be solved by the bank employees
2	Idea / Solution description	Chatbot that helps customer to cleat their doubts in order to guide the customer to solve their queries related to bank. The Chatbot will be available 24x365, it will never forget anything, never gets sick and never gets unproductive
3	Novelty / Uniqueness	Chatbot with the help of AI collects all the data of the customer that helps them to solve their queries that help banks to enhance their customer experience
4	Social Impact / Customer Satisfaction	Customer can solve their queries anywhere anytime using Chatbot that helps them to save their time and cost for travelling to the bank. It makes the customer satisfied because they get what they want in their place itself
5	Business Model (Revenue Model)	This Chatbot will be made available to use to all the banks based on subscription model. By implementing this chatbot banks can enable more reliable services to customers which gains customer loyalty and saves the cost needed for manual support
6	Scalability of the Solution	Banking sector adopting chatbot take business in next level without any operational cost.