

Ideation Phase

Brainstorm Top 3 Ideas

Date	19 September 2022
Team ID	PNT2022TMID31171
Team Leader	SOWMYA S
Team Members	JAYASANGARI S KALAIYARASI A SENTHIL KUMAR R
Project Name	AI based discourse for Banking Industry
Maximum Marks	4 Marks

Brainstorm Top 3 Ideas:

1. Idea 1: The chatbot should provide service 24/7

Because of the growing number of "always-on" digital consumers expect a 24-hour instant chat capability, the chatbots are also expected to function independent of time. As a result, we need to make chatbots integrated into their websites to have a competitive edge and are more likely to draw in new clients.

2. Idea 2: The chatbot need to be polyglot

Since the banks are not entitled to a particular region and the all customers may not be comfortable with using a common language. It is considered to be a major threat for reduction of usage of the chatbot. So, the chatbot need to be able to handle more than 1 language. The chatbot need not to support every language but definitely the basic communicative languages

3. Idea 3: The chatbot need to handle clerical error

There is no assurance that every user has idea about using Chatbot. The probability of novice users making errors is very high. While chatbots are error-free, they may not always understand every query, particularly if the user enters a term that the chatbot is unfamiliar with or makes a lot of spelling errors. Thus, we decided to make the chatbot handle clerical errors and answer to the query.