PROBLEM STATEMENT

The user is a customer of a bank who needs to create a savings account or ask general queries regarding loan and other banking services in a clear manner . So a smart solution for making the task easy and simple has to be developed.

PROBLEM	DESCRIPTION
When does the problem affect?	Illiterate or old people or people who are new to banking environment
What is the issue?	Customers who are unaware of Banking services.
What are the boundaries of the problem?	Banking sector, Customers of Banking sector
When does the issue occur?	In today's busy world people cannot wait for long hours in order to do basic banking services. Therefore, AI chatbots can help the customers to complete their work quickly and smartly without any worry and fear. Even illiterate people can use banking services easily in comfort of their native language. Human errors can also be avoided.
Where does the issue occur0?	The issue occurs in banks.
WHY IT IS IMPORTANT TO SOLVE THE ISSUE?	By introducing AI Chatbot in the banking industry the time can be saved and all the processes will get simplified for the customers.