

PROBLEM STATEMENT

Banking is one the 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 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 needs 24/7 service to clear all their queries and guide them through all the banking processes. So, an enhanced and smarter way of interaction with the customers has to be built to ensure efficient delivery of service. In order to overcome the user satisfaction issues associated with banking services, chatbot will provide personal and efficient communication between the user and the bank. It is built to be the overall virtual assistant that can facilitate customers to ask banking- related questions without visiting the bank or calling up customer service centres as well as providing them with relevant suggestions.

Miro Customer Problem Statement Canvas:

I am a student who just created a bank account	I'm trying to understand more about the available features of the bank	But I have to waste a lot of time at the bank	Because I have to ask a bank employee about my doubts	Which makes me feel Irritated
I am a new customer	I'm trying to learn more about banking	But it takes a long time	Because there is always a long queue as bank employees are busy	Which makes me feel frustrated
I am an old customer at the bank	I'm trying to find out my balance and check my statement	But I have to travel to the bank now and then	Because I have to speak to a bank employee to get the work done	Which makes me feel exhausted

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A student who just created a bank account	Understand more about the available features of the bank	I have to waste a lot of time at the bank	I have to as a bank employee about my doubts	irritated
PS-2	A new customer	Learn more about banking	It takes a long time	There is always a long queue as bank employees are busy	frustrated
PS-3	An old customer at the bank	Find out my balance and check my statement	I have to travel to the bank now and then	I have to speak to a bank employee to get the work done	exhausted