AI Based Discourse For Banking Industry

Problem Solution Fit

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1.Customer Segments

Early detection is crucial because it will help us use Watson's assistant to build a chatbot that will help banks automate business processes like customer service. This serves a greater purpose than a manual examination.

6. Customer Constraints

The financial sector is dealing with two different problems. While on the one hand aiming for speed and agility in their operations, they must continue monitoring the security requirements and legal compliances.

2. Jobs To Be Done/Problems

Banks will need to create integrated proposals that go beyond highly standardised items and concentrate on "jobs to be done." This requires designing value propositions that go beyond the core banking product, include personalization decisions and incorporating intelligence that automates decisions and actions on the customer's behalf.

7.Behaviour

First, the leadership of the bank, which is displayed through leading by example and encouraging desired behaviours like lifelong learning, knowledge sharing, and inter-disciplinary cooperation, is significantly responsible for understanding and conviction.

3.Triggers

The triggers make use of AI-powered tools that can quickly spot trends across a wide range of channels and analyse massive amounts of data. This aids in predicting and preventing credit risks by identifying individuals or businesses that may not be able to pay their loans back.

4.Emotions: Before:After

Before: Adverse emotional responses include fear, anxiety, vulnerability, guilt, loss of confidence, anger. After: Early detection and diagnosis gives sense of hope among patients

8.Channels of behaviour

To automatically assess loan risk and integrate new clients, banks are utilising AI bots. They are using deep learning, pattern matching, and computer vision to discover inefficiencies in the process. They are helping them prevent fraud, among many other use cases, with the aid of AI-based anti-money laundering technologies.

5. Available Solution

AI, banks can manage enormous amounts of data at breakneck speeds in order to extract valuable information from it. A wider customer base may get access to better services thanks to technologies like AI bots, digital payment advisors, and biometric fraud detection systems.

9.Problem Root Cause

Due to a lack of topic expertise and unclear accountability, particularly between business units and technology teams, new solutions regularly fall short of consumer expectations. Additionally, multiple systems perform the same functions, which reduces system resilience and stability and increases the risk of changes as IT architecture grows more intricate as a result of the proliferation of applications.