

Project Title:  
Template

Team ID: PNT2022TMID35525

Project Design Phase-I - Solution Fit

Define CS, fit into	<div>1. CUSTOMER SEGMENT(S)  Bank Customer</div> <div>CS</div>	<div>6. CUSTOMER CONSTRAINTS  Internet access, Misunderstanding the queries</div> <div>CC</div>	<div>5. AVAILABLE SOLUTIONS  Answering queries to basic bank related queries 24/7 availability</div> <div>AS</div>	Explore AS, differentiate
Focus on J&P, tap into BE, understand RC	<div>2. JOBS-TO-BE-DONE / PROBLEMS  Misunderstands customers queries Losing solution insight Maintenance</div> <div></div>	<div>9. PROBLEM ROOT CAUSE  Slow response from human agent Limited services available only on working days It takes a longer time to resolve queries Waiting in long queue for assistance</div> <div>RC</div>	<div>7. BEHAVIOUR  Guiding customer for creating bank account Answering queries related to loans Answering queries regarding net banking Automated customer service</div> <div>BE</div>	Focus on J&P, tap into BE, understand RC

<div>3. TRIGGERS</div> <div>TR</div> <div>. A doubt regarding a process</div>	<div>10. YOUR SOLUTION</div> <div>SL</div> <div>This problem can be solved by using an automated solution, such as chatbot which can handle all simple queries. You could reduce your employees work load by having a chatbot to handle all the simple customer request. It understands human languages and assist them in text based communication.</div>	<div>8. CHANNELS of BEHAVIOUR</div> <div>CH</div> <div>8.1 ONLINE</div> <div>Instantaneously responding to queries, Assisting clients in clearing their doubts.</div> <div>8.2 OFFLINE</div> <div>Following guidelines from the chatbot, getting queries answered from chatbot</div>
<div>4. EMOTIONS: BEFORE / AFTER</div> <div>EM</div> <div>Before: perplexed / enraged</div> <div>After: Relieved / Happy / satisfied</div>		