Project Design Phase-I
Proposed Solution Template

Date	19 September 2022
Team ID	PNT2022TMID35525
Project Name	Project - AI based discourse for Banking Industry
Maximum Marks	2 Marks

Proposed Solution Template:

Project team shall fill the following information in proposed solution template.

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	
2.	Idea / Solution description	- Available around the clock for conversation with customers - Instant answers to questions - Capable of remembering the individual customers interaction on the banking website - Handle huge number of customers without any inconveniences - Learning from customers feedback and enhance the working of bank - Sales of banking products using bots - Reduces the workload for bank employers
3.	Novelty / Uniqueness	- The proposed project works on providing the above features. With automation, Banking queries can easy be solved within seconds and is available around the clock and many customers queries can be solved concurrently. - We are aiming to extend the base idea by collecting the feedbacks from the customers and process that data to understand the negative feedbacks that help

		improvise the current banking nature. This would help the bank improve their performance to satisfy the customer needs.
4.	Social Impact / Customer Satisfaction	• Better customer satisfaction • Personalized experience for each customer • 24/7 availability • Instant and apt solutions for he queries
5.	Business Model (Revenue Model)	
6.	Scalability of the Solution	• Usually, the customer details are not retained by the chatbot, to improve customer satisfaction chatbot an ideal solution would be to incorporate customer query history and to enhance the quality of the chatbot.