

# PROBLEM STATEMENT

TEAM ID : PNT2022TMID42533

## AI BASED DISCOURSE FOR BANKING INDUSTRY

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 the smart solution for making the task easy and simple has to be developed.

PROBLEM	DESCRIPTION
When does the problem affects?	Illiterate or old people or people who are new to banking environment
What is the issue?	Customers who are not having the awareness of Banking Services.
What are the boundaries of the problem?	Customers of Banking Sectors, Banking Sectors
When does the issues occurs?	<p>In today's busy world people cannot wait for long hours in order to do basic Banking services.</p> <p>Therefore, AI chatbots can help the customers to work quickly and smartly without any fear and worry.</p> <p>Human errors can also be avoided.</p> <p>Even the people can use the banking services easily in comfort for their native languages.</p>
Where does the issues occurs?	The issues occurs in Bankside.
Why its important to solve the issues?	By introducing AI Chatbots in the banking industry the time can be saved, all the processes will get simplified for the customers.

➤ Who Does the problem affects?

Individuals - A person who needs the details about bank policies and bank loan queries can easily know by chatting with the bots.

Organization -Man work will be reduced and it's time to time process with automatic chatbots and it will be all the day compared to humans.

➤ What are the boundaries of the problem?

There will be exact answers for every questions. But some accurate answers for some questions.

➤ What is the issues?

Who really wants to know about the bank, Bank policies and some banking methods. Some people are unable to go to bank everytime so, that the website they chat with chatbots and can get the information for questions in the chatbot

➤ When does the issues occurs?

It occurs when an individual is a busy worker, who has less time for other usual activities and when an individual has no one to help him to find a good loan amount and some policies of the bank.

➤ Why is it important that we fix the problem?

The person can able to find easily about the banking methods. This helps others those who are really in need of loan amounts and any banking methods.