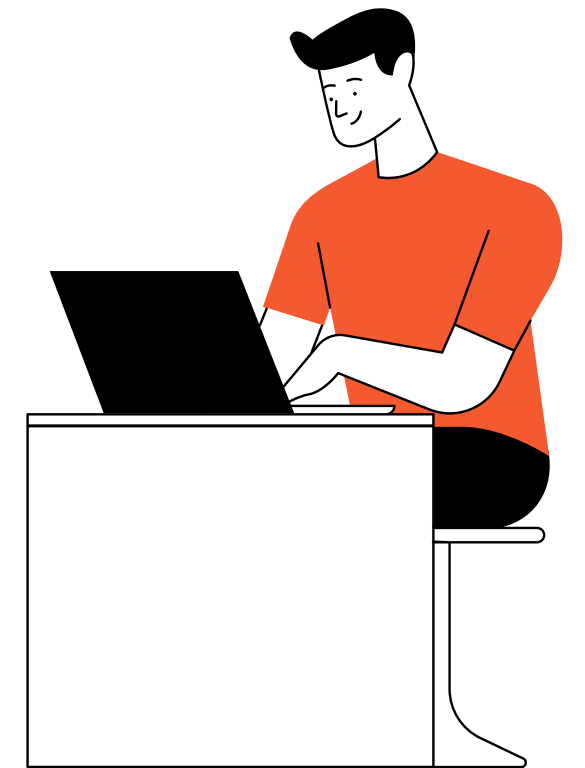BANK OF BARODA HACKATHON-2022

Team UpperMoons

Team of Hustlers which are trying to add more values to society

20 SEPTEMBER, 2022

Problem Statement

USE CASE 5 – VIRTUAL ASSISTANT – VAHINI

We chose this problem statement because:

1 Customers lack the adequate information regarding the process of digital platforms like bank of baroda website.

2 From a customer perspective, the navigation throught the entire digital platforms is not perfect.

3 Instead of using a chatbot, an interactive AI assistant with visual graphics will help the user to complete their desired process.

USER SEGMENT & PAIN POINTS

Which user segment would be early adopter of your product & why?

As per user research, the early adopter of this product will the **senior citizen and the businessman.**

BRIJESH MATHUR

AGE: 60

- The navigation over the website is difficult for me
- What I want to know is difficult to find.
- It will be great if someone can help me.

ANKIT SINGH

AGE: 21

- I don't have that much time to go through so many things.
- It will be better if someone can help me with this.

REENA KUMARI

AGE: 32

- The virtual assistant doesn't understand my language.
- I have difficulty in understanding lot of schemes of BOB

ORIGINALITY

From a single code base we are going to build the product for various digital channels
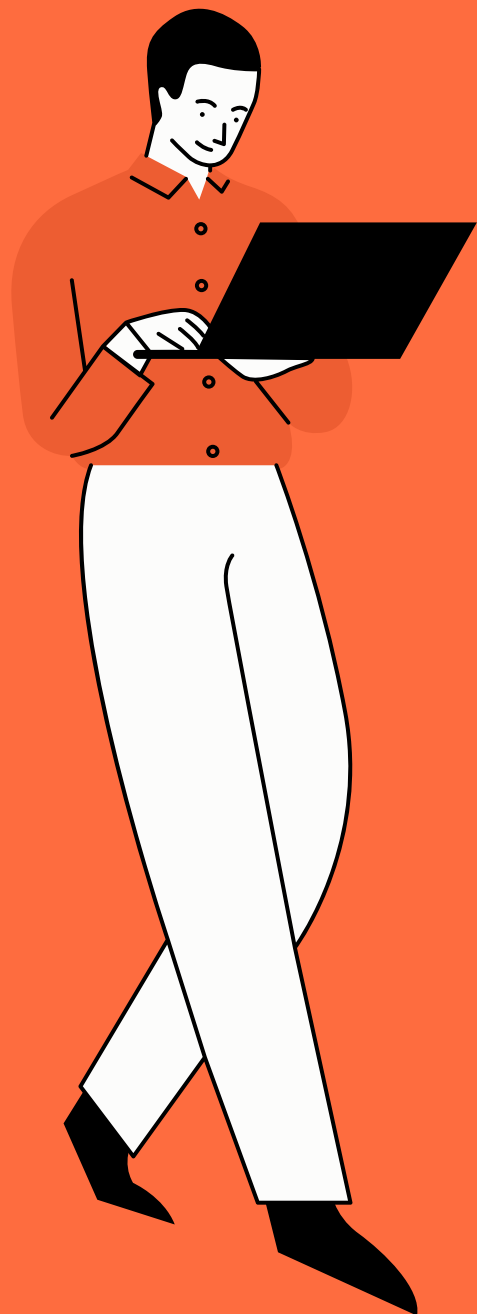
RELEVANCE

From a single code base we are going to build the product for various digital channels

FEASIBLITY

AI-based applications are available on lot of other niche digital platforms so to use it in this project is possible

IMPACT

Our solution is going to make the experience of the users as perfect as possible.

SOLUTION & PROTOTYPE

Through this project, we are going to build a product for various digital channels from a single code base which will reduce the development cost. We will bring an interactive AI-based assistant which will help to create a better experience for the user and it identifies the true intent of the conversation.

We will design and develop an interactive character that will interact with the user and will help them complete their desired process. AI and the character will be working together to bring the best output possible for the user. It will reduce the pain of the customers. The AI will provide an authentic and relevant solutions to their queries.

TECH STACK

Interactive User Interface

For Could Based Services

R I V E

Microsoft Azure

Flutter

Firebase

Single Code Base for Multiple Channels

For Connecting the Backend

THANK YOU

TEAM DETAILS

RITIK RAJ – TEAM LEAD

VASU

NISHCHAY

SAMARTH KUMAR