**Ideation Phase**

**Define the Problem Statements**

|  |  |
| --- | --- |
| Date | 10 September 2022 |
| Team ID | PNT2022TMID27784 |
| Project Name | Project - AI based discourse for Banking Industry |
| Maximum Marks | 2 Marks |

**Customer Problem Statement :**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Problem**  **Statement (PS)** | **I am**  **(Customer)** | **I’m trying to** | **But** | **Because** | **Which makes me feel** |
| PS-1 | Only knows regional language of his/her own. | Take help from the Chat-bot for creating an account | I can’t  understand it. | It’s in English or Hindi | Dumb |
| PS-2 | Student | whether I need pan card for creating an account as new user | It is not  showing anything related to it. | It’s  redirecting to other websites or shows about creating an account | Irritated |
| PS-3 | Traveller | Connect with the chat-bot | It’s not connecting | I have no internet Access | Useless |
| PS-4 | Depositor | Ask queries about depositing money | Afraid of my account details | Don’t know whether I can trust the chat bot | Afraid |
| PS-5 | General customer | Ask query | But it has limited queries options. | The query I am  searching is not in the options | Frustrated |