

# Bank of Baroda Hackathon - 2022

## Team Name : Findipendent

Team bio : Financial Solutions Idealogy which  
invoked on 75<sup>th</sup> Independence in India

Date :20<sup>th</sup> Aug , 2022



# Problem Statement?

## *Why did you decide to solve this Problem statement?*

- Building a virtual assistant to simplify the Banking process for diversified users inclusive of even people not having access to current generation internet technology.
- Exploring Cognitive intelligence capabilities in Virtual Assistance for improving the digital banking administrative processes time.
- Need for personalized and financial assistance to Consumers.
- Improved Customer traction and satisfaction, enabling long term relation with customer.
- Built in time tracker and visualizers provides greater Insights and drawing inferences at faster rate.
- Enabling Omnichannel Banking with Virtual Assistants.
- Reduces the Operation Cost which in turn enhances the turnaround Banking time and thereby elevates the business.

# User Segment

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

- Retail Customers
  - Makes a Bank more reachable to customer.
  - With digital adoption by end users this product is the need of hour in Banking Sector.
- Administrative and back-office support staff
  - Improved Customer traction and satisfaction, enabling long term relation with customer.
  - Bank employees can provide Intelligent customer support and as well gain faster inference of consumer journey.
- Business Owners
  - Reduces the Operation Cost which in turn enhances the turnaround Banking time and thereby elevating the business.

# Existing Players in Market

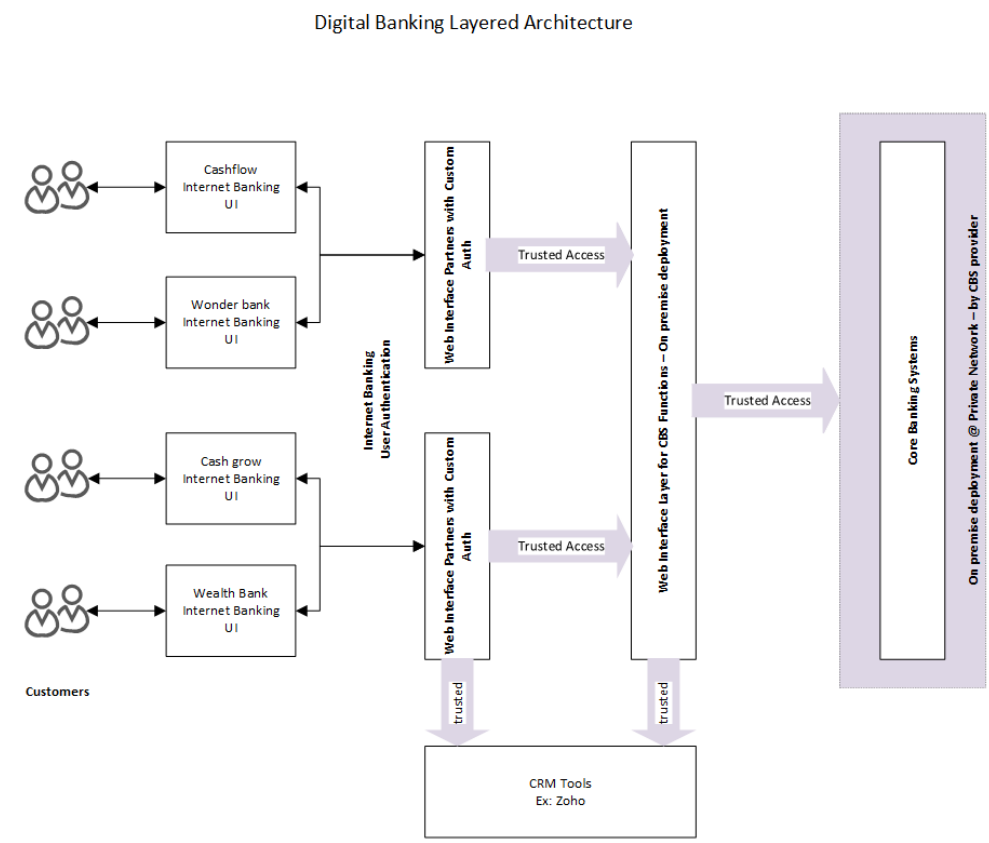
*What are the alternatives/competitive products for the problem you are solving?*

- SBI Intelligent Assistant (SIA)
- HDFC Bank's EVA (Electronic Virtual Assistant)
- ICICI Bank's AI-powered chatbot iPal
- IndusInd Bank's AI chatbot IndusAssist, etc

# Development Methodology

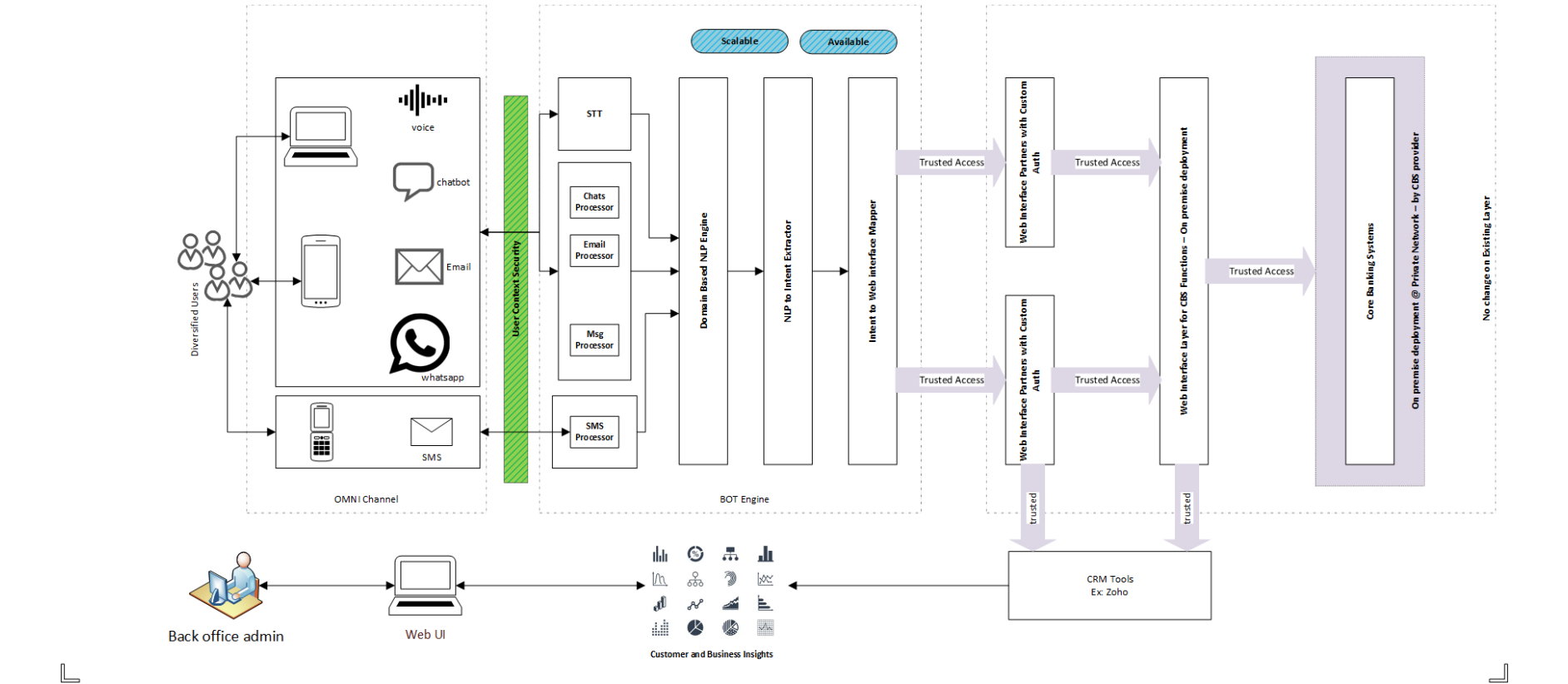
- Leveraging the existing Digital Banking Architecture.
- Reusing of existing security mechanisms placed.
- Addition of Bot Engine as a secured, scalable wrapper Layer.
- Bot Engine being the prime interface for the OMNI channels.
- Cognitive NLP parsers

# Architecture – Existing Digital Banking Architecture



# Proposed Architecture

Leverage of Existing Layered Architecture for Virtual Assistant



# Infra requirements

- Aimed at to be a cloud agnostic solution.



# Key Differentiators

*How is your solution better than alternatives and how do you plan to build adoption?*

- Enables Omnichannel Banking
- Cognitive User Experience
- The concept of inclusiveness
- Develop using No code / Low code fundamentals
- Make use of existing technology advantages to build the solution faster.

**GitHub Repository Link & supporting diagrams, screenshots, if any**

**TECHGIG**

Thank You

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Sivaraman Kanniah