LITERATURE SURVEY

Team ID: PNT2022TMID37484

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Domain Name: Banking and Finance

Use case Name: AI based discourse for Banking Industry

Paper - 1

Title: Dialouge AI for Financial Services

Author: Takeshi Shirai, Masaaki Yamamoto, Ph.D., Yu Asano, Ph.D., Yusuke Fujita and KatsuyukiTsunami

Published year: 2018

Description: By examining the challenges faced by current chatbots and the strategies being used to solve them, this article describes the technologies and features that future dialogue AIs will require in order to be effective business applications of dialogue AI in banking institutions. Dialogue AI has the ability to be used in a variety of different formats and different business settings, going beyond its currentfunction as a straightforward user interface.

Paper - 2

Title: An Ontology-Based Dialogue Management System for Banking and Finance Dialogue Systems
Author: Duygu Altinok

Description: Keeping the dialogue state in dialogue systems is a notoriously difficult task. So, this paper introduces an ontology-based dialogue manager (OntoDM). With this new framework the author addresses the dialog management. It describes domain-driven ways to keep the conversation memory, both the user and the bot side, make the anaphora resolution, generate knowledge-based answers, possibly contribute to what to say next, integrate linguistic features into the context NLU but answer generation modules wereconsidered in detail in this paper.

Paper - 3

Title: A Review of Chatbots in the Banking Sector

Author: Shashank Bairy R, Rashmi R

Published year: 2021

Description: This paper explains the basic anatomy of the chatbots and the various applications of the chatbots in banking sector. It also went over various improvements that could be made on the current chatbot technologies. It states that the role of chatbots play in the banking sector will only continue to raise due to the constant improvements being made to its logic and increased demand among the customer for better experience.

Paper - 4

Title: Survey of Conversation to Automation in Banking Through Chatbot using

Artificial MachineIntelligence Language

Author: Asst. Prof. Veena M Naik and Sandhya Shree

Published year: 2022

Description: The above study mentions the advent of chatbot and it also examines the efficacy of chatbots now to see if they can accommodate clients' shifting needs. This paper also states about the Artificial Linguistic Internet Computer Enterprise A.L.I.C.E (Foundation of Artificial Intelligence, 2007). It proposes ontology-based solutions for addressing conversation in the banking and financial industry.

Paper - 5

Title: Chatbot for Healthcare System Using Artificial Intelligence

Author: Lekha Athota, Vinod Kumar Shukla, Nitin Pandey and Ajay Rana

Published year: 2020

Description: The paper's primary goal is to provide visitors with basic health information. When a person initially accesses the website, they must register before they may ask the bot questions. If the answer isnot found in the database, the system employs an expert system to respond to the requests. Domain experts are also required to register by providing certain data. The chatbot's data is kept in the database as pattern-template data. Here, the database is managed through SQL.

Paper - 6

Title: Chatbots in Banking Industry: A Case Study
Author: Dr.Shalini Sayiwal

Published year: 2020

Description: The about paper states regarding the banking industry and the technology has provided several unique ways to enable the sector to maximize consumer happiness. Introducing chatbots to its clients is one such clever tactic. One of a bank's most promising business techniques that can help it win the loyalty of its devoted consumers is the use of chatbots created using AI. This paper examines about the pros and cons of the existing Chatbots names EVA (Electronic Virtual Assistant) of HDFC (Housing Development Finance Corporation Limited) and Keya of Kotak Mahindra Bank.

Paper - 7

Title: Development of Dialogue Management System for Banking Services

Author: Samir Rustamov, Aygul Bayramova and Emin Alasgarov

Published year: 2021

Description: The paper's primary goal is to provide visitors with basic health information. When a person initially accesses the website, they must register before they may ask the bot questions. If the answer isnot found in the database, the system employs an expert system to respond to the requests. Domain experts are also required to register by providing certain data. The chatbot's data is kept in the database as pattern-template data. Here, the database is managed through SQL.