**Swedbank (Lithuania)**

Master’s thesis used a banking chatbot dataset and justifies banking as a domain because of high complexity (FR/NFR, compliance, security, chat logs). A retail bank with active digital channels is ideal to pilot an AI-Enabled RES (requirements extraction) product.

Swedbank has large volumes of customer interactions, strong interest in digital automation, and strict regulatory/compliance needs perfect for RAG-driven requirement traceability and hallucination controls. (If you prefer another local bank: SEB or Luminor are similar candidates.)

Practical benefits for the bank: automated extraction of requirements from chat logs, improved compliance traceability (important for regulators and the EU AI Act), faster SRS drafting, and explicit NFR detection.

GAI (the LLM + RAG Engine) is deployed *inside Swedbank’s secure AI sandbox*. Chatbot logs feed anonymized text into the AI-RES pipeline, and all outputs go through validation and compliance logging before being stored in the requirements repository.

A screenshot of a computer

AI-generated content may be incorrect.

**Figure1 Component diagram**

This diagram shows GAI’s active role: the LLM synthesizes draft requirements from Swedbank chat logs, which are then validated, audited, and approved—satisfying Swedbank’s regulatory environment.

A diagram with text and words

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**Figure 2 Sequence diagram**

A diagram of a program

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**Figure 3 Class diagram**

The activity flow mirrors your RAG pipeline + validation loop, contextualized inside Swedbank’s operations.

A diagram of a process flow

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**Figure 4 Activity diagram**