

customer journey in banking chatbot using AI

- the efforts of AI researchers bring forth robot mediated communication that imitates the human conversational language and improves the interpretation of bots . With the advancement of machine learning algorithms, NLP, and speech recognition, a chatbot can be utilized in various platforms
- the AI-induced chatbot, delivering new value to the customers, in the business environment
- Though chatting with robots is hard for the customers, the request information will be obtained in less time.
- The selection of chatbots is vital because the different scenario needs a different kind of chatbots
- More recently, and fueled by technological advances in artificial intelligence (AI), human chat service agents are frequently replaced by conversational software agents (CAs) such as chatbots, which are systems such as chatbots designed to communicate with human users by means of natural language



- Reducing customer waiting time.
- Chatbots can reduce the time customers spend waiting in line.
- People get immediate answers to common questions (about order status, store hours, or locations, for instance) in a chat window instead of waiting for an email, a phone call, or a response from another channel
- The Customer Journey **encompasses all interaction stages for completing a specific task** and is structured so that the entire chain is well-organized, efficient, consistent and personalized from start to finish – with maximum convenience for the customer.

chatbots beneficial to the consumer:

- Chatbots are capable of constant and automated refinement.
- They get trained through user queries and understand them to give the best response.
- Customer service chatbots provide value to customers as well as businesses.
- They are here to stay and make the customer journey more pleasant and productive.