

Ideation Phase
Literature Survey

Team ID	PNT2022TMID12391
Project Name	Project - AI based discourse for Banking Industry

1. Conversation to Automation in Banking Through Chatbot Using Artificial Machine Intelligence Language – June – 2020

Authors: Sasha Fathima Suhel; Vinod Kumar Shukla; Sonali Vyas; Ved Prakash Mishra

Artificial Machine Intelligence is a very complicated topic. It involves creating machines that are capable of simulating knowledge. This paper examines some of the latest AI patterns and activities and then provide alternative theory of change in some of the popular and widely accepted postulates of today. Based on basic A.I. (Artificial Intelligence) structuring and working for this, System-Chatbots are made (or chatter bots). The paper shows that A.I is ever improving. As of now there isn't enough information on A.I. however this paper provides a new concept which addresses machine intelligence and sheds light on the potential of intelligent systems. The rise of chatbots in the finance sector is the latest disruptive force that has changed the way customers interact.

2. Artificial Intelligence in Banking: A Study Based on Sbi - Sia Virtual Assistant – July – 2022

Authors: Shanimon S; Seena Mary Mathew

Artificial intelligence (AI) is now widely acknowledged as one of the most important digital transformation enablers across a significant number of industries. Artificial intelligence (AI) has the potential to facilitate enterprises. become more imaginative, versatile, and adaptable than they have ever been. AI is already being applied to enhance productivity and competitiveness while also driving digital transformation in a range of organizations. AI is supporting Indian banks

in upgrading their operations across the board, from accounting to sales to contracts and cybersecurity. This is a case study based on virtual assistant of SBI-SIA. Recent developments and emergence of virtual banking and the trends in the modern banking systems explained in this study.

3. Theory and application of artificial intelligence in financial industry – June 2021

Authors: yuxin li; Duanxiang peng

AI technology has developed rapidly and has been widely used in all walks of life. In the financial industry, the application of AI technology in risk control, marketing, customer service, transaction, operation, and product optimization of financial institutions is becoming increasingly mature, and some new business models have been created. Starting from the application status and significance of AI in the international financial field, this paper expounds on the application, status quo, and development trend of AI in the financial industry.

4. Text-Based Chatbot in Financial Sector: A Systematic Literature – July – 2022

Authors: Sintayehu Zekarias Esubalew Firesew Fayiso Weldesellasie and Taye Girma Debelee

Text-based chatbots are implemented in the financial sector to enhance the relationship between the customer and services provided by the sector, and also to address external challenges and customer requirements. The chatbot technology in the financial sector serves to examine customers' frequently asked questions and the representation of the process using machine learning. In light of this, this study presents a comprehensive systematic literature review of articles focused on text-based chatbots in the financial sector. It describes the understanding of chatbots in the financial sector in terms of implementation, adoption intention, attitude toward use and acceptance.

5. Artificial Intelligence for Futuristic Banking – June – 2021

Authors: Moksha Thisarani; Subha Fernando

Artificial Intelligence (AI) has become an essential resource for large banks that deal with regulatory changes, new Anti-Money Laundering (AML) obligations and vulnerable fraud-prone clients. Cybersecurity has thus become a hot topic due to security failures using traditional methods and concerns about how companies use the personal data collected from clients or their regular users. The most obvious apparent reason why cybersecurity is critical in banking sector transactions is to protect client assets with a high level of data privacy. The main approaches in the front office conventional banking such as AI chatbots, smart virtual assistants and biometric user authentication are discovered to answer security challenges and to enhance prosperity in the field. Concurrently, advanced AI applications in fraud detection, fraud risk monitoring, anti-money laundering techniques and cross-border payments handling are observed under the back-office operations.

6. A STUDY OF APPLICATIONS OF ARTIFICIAL INTELLIGENCE IN BANKING AND FINANCE SECTOR – May 2022

Author: Dr. Lakshkaushik Dattatraya Puri

The rudimentary applications AI include bring smarter chat-bots for customer service, personalizing services for individuals, and even placing an AI robot for self-service at banks. Beyond these basic applications, banks can implement the technology for bringing in more efficiency to their back-office and even reduce fraud and security risks. This paper focuses on the application of Artificial Intelligence in the banking sector.

S.No	Project name	Description	Author	Year	Reference
1	Conversation to Automation in Banking Through Chatbot Using AI	Examines some of the latest AI patterns and activities and then provides alternative theory of change	Sasha FathimaSuhel, Vinod Kumar Shukla, Sonali Vyas, Ved Prakash Mishra	Jun-2020	Click here
2	Artificial intelligence in banking: a study based on sbi-sia virtual assistant	This is based on virtual assistant of SBI-SIA. Recent developments and emergence of virtual banking and the trends in the modern banking systems	Shanimons,Seena mary mathew	July-2022	Click here
3	Theory and application of artificial intelligence in financial industry	The AI neural network theory and illustrates the wide application of AI in the financial market	Yuxin li, Duanxiangpeng	Jun-2021	Click here
4	Text-Based Chatbot in Financial Sector: A Systematic Literature	Financial sector serves to examine customer's frequently asked questions and the representation of the process using machine learning	SintayehuZekariasEsu balew, FiresewFayisoWeldes ellasie and Taye GirmaDebelee	Jul-2022	Click here
5	Artificial Intelligence for Futuristic Banking	Approaches in the front office conventional banking	Moksha Thisarani; Subha Fernando	Jun-2021	Click here
6	Study of applications of artificial intelligence in banking and finance sector	smarter chat-bots for customer service, personalizing services for individuals	Dr. Lakshkaushik Dattatraya	Dec-2020	Click here