

MEENAKSHI COLLEGE OF ENGINEERING

**B.TECH-INFORMATION
TECHNOLOGY**

ARTIFICIAL INTELLIGENCE

LITERATURE SURVEY

AI Based Discourse For Banking Industry

TEAM ID

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TEAM MEMBERS:

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PAPERS	DESCRIPTION
<p>1.Base paper- A STUDY OF APPLICATIONS OF ARTIFICIAL INTELLIGENCE IN BANKING AND FINANCE SECTOR</p>	<p>1.AIM: To know the applications of Artificial Intelligence in Banking Sector.</p> <p>2.ABSTRACT: Artificial Intelligence (AI) is reckless growing as the go-to technology for companies across the world to personalize experience for individuals. The technology itself is getting enhanced and smarter day-by-day, allowing more and newer industries to adopt the AI for various applications. Banking sector is becoming one of the first adopters of AI.And just like other segments, banks are exploring and implementing the technology in various ways. 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</p>

banking sector.

3.EXISTING SYSTEM:

The objective of this paper is to understand the concept of Artificial Intelligence. The study is descriptive in nature and is based on secondary data. The data are collected from various reports, journals, news articles, various bank portals, and RBI portal and internet sources.

4.PROPOSED SYSTEM:

The proposed system can act as an answering machine and serve the customers continuously throughout a day. It can answer the simple questions of the users of customized banking app and redirect them to the bank's website if necessary. Direct and basic operations including opening or closing the account, transfer of funds, etc. can be done with the help of chat bots. AI in finance has automated processes and drastically reduced the cost of serving customers. While AI has, on one hand, reduced the cost of financial services, on the other, it has made financing extremely convenient to avail. This provides the support of multiple language communication for better user

	experience.
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<p>2.REFERENCE</p> <p>PAPER- CREATING DOMAIN SPECIFIC CHATBOT USING IBM WATSON</p>	<p>1.AIM: To show how to use IBM Watson tools to create a domain-specific chatbot.</p> <p>2.ABSTRACT: The main aim of this paper is to show how to use IBM Watson tools to create a domain-specific chatbot and figure out the importance and effectiveness of some tools by IBM Watson to evaluate their accuracy. This paper also tries to explain the advantages and disadvantages of various tools also showing some methods that can be used to improve the chatbot system or particular modules of the chatbot.</p> <p>3.EXISTING SYSTEM: The system is based on Artificial Intelligence. The integration of a chatbot with current other applications is possible because of recent research on "human parity level speech detection" and smarter sentiment analysis.</p>
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	<p>4.PROPOSED SYSTEM:</p> <p>We can add more types of emotions like abusive text or relations between subject and object. Slang is essential to make the system work. However, the different areas can have different slang words, so other improvements can be, adding these features using cloud computing.</p>
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<p>3.REFERENCE PAPER-</p> <p>CONVERSATION TO AUTOMATION IN BANKING THROUGH CHATBOT USING ARTIFICIAL MACHINE INTELLIGENCE LANGUAGE</p>	<p>AIM:</p> <p>To provide alternative theory of change in some of the popular and widely accepted postulates of today.</p> <p>ABSTRACT:</p> <p>Artificial Machine Intelligence is a very complicated topic. This 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. In the banking industry, the introduction of Artificial Intelligence has driven chatbots and changed the face of the</p>
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interaction between bank and customers.

EXISTING SYSTEM:

Chatbots use natural language processing tools for artificial intelligence (AI). Computers are configured in this framework for reading, processing and analyzing large amounts of natural language information. Virtual Chatbots are computer programs (scripts) designed to mimic the human chatbot language. They use the portal or online store chat system to connect with others.

A deep learning chatbot learns from ground up in a process known "Deep Learning." The chatbot will be developed using machine learning algorithms in this process. From his data and human-to-human dialogue, a deep learning chatbot learns everything.

PROPOSED SYSTEM:

This provides strategies for handling dialog in the banking and finance area based on ontology. It involves the completion of the framework and development of chatbot. The implementation of an intelligent question management

	<p>program capable of not only responding but of self-learning to improve itself.</p> <p>The expansion of the domain. Intelligent answers created by entering not only the current FAQ list, but also various other outlets such as twitter, servers, and other data sources. Providing suggestions for closure.</p>
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<p>4.REFERENCE</p> <p>PAPER- DESIGN AND DEVELOPMENT OF CHATBOT: A REVIEW</p>	<p>AIM:</p> <p>To provide the technique, terminology, and different platforms used to design and develop the chatbot.</p> <p>ABSTRACT:</p> <p>This paper focuses on a newly emerging tool for learning from chatbot, which is a learning-cum-assisted tool. A chatbot is an artificially created virtual entity that interacts with users using interactive textual or speech skills. This chatbot directly chats with the people using artificial intelligence and Machine Learning concepts. This paper reviews the technique, terminology, and different platforms used to design and develop the chatbot. It also</p>
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presents some actual practical life typical applications and examples of chatbot. The utility of the chatbot tool for Computer-Aided Design (CAD) applications is proposed from this review.

EXISTING SYSTEM:

To develop a Bot, the developer must be aware of several techniques. The parsing involves input text analysis and uses several NLP functions to manipulate the inputs, such as Python NLTK decision trees. Besides, it includes Dependency Tree, Syntactical Parsing, Parts-of-Speech Tagging, Named Entity Recognition, Entity Parsing, and Topic Modeling. Pattern matching is the technique employed by almost all chatbots. In a question-answering Bot, systems depend on the types of correspondence, such as natural language inputs, simple statements, or domain specific inquiries.

PROPOSED SYSTEM:

Our future research will be focused on providing a better slang detection and multiple language support. It can be

	implemented in a way that the detection of words by the bot is efficient and response time is faster.
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