**IBM Team**

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**Domain Name**: Banking and Finance

**Use case Name**: AI based discourse for Banking Industry

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| **S.No** | **Author** | **Title of the Paper** | **Methodology** | **Pros**  **(Advantage)** | **Cons**  **(Disadvantage)** |
| 1. | Vinod Kumar  Shukla,  Sasha Fathima  Suhel,  Sonali Vyas,  Ved Prakash  Mishra  (2020) | Conversation to  Automation in Banking Through  Chatbot  Using  Artificial  Machine  Intelligence  Language | This paper examines some of the latest AI patterns and activities.  System-Chatbots are made. In the banking industry, the introduction of Artificial Intelligence has driven chatbots and changed the face of the interaction between bank and customers.  . | Artificial Intelligence involves creating machines that are capable of simulating knowledge.  It also explores the existing usability of chatbot to assess whether it can fulfill customers everchanging needs. | The dialogue capability can be limited to very a very specific set or format of questions that are established by the chatbot development team. |
| 2. | Yomna Abdulla, Rabab Ebrahim,  Sumathi  Kumaraswamy  (2020) | Artificial Intelligence in Banking sector:  Evidence  from Bahrain | Artificial intelligence applications and robotic process automation for chatbots are discussed. Findings highlight that a high priority is given to the digital transformation journey in banks, which suggests that further development and implantation of technology in banks will be seen in the near future. | AI can be best described as the computerized  processes that employ knowledge, reasoning, and communication that aids smart decision making by chatbots in banks. | Banking sector faces significant challenges relating to security, risk management  and inefficiency that decrease the overall performance of banks. |

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| 3. | Tebaga Lucky  Mamela,  Nita Sukdeo,  Sambil Char les  Mukwakungu  (2020) | Adapting to  Artificial Intelligence through Workforce Re-skilling within the Banking  Sector in  South Africa | This research paper intends to inspire the banking sector to re-skill the banking  Institution's workforces in South Africa to adapt to the Artificial Intelligence technologies. | Re-skilling the banking workforce to cooperate and collaborate effectively with Artificial  Intelligence will enable not only efficiency but futuristic innovation and continuous growth. | Although AI is creating millions of new jobs, the banking institutions does the substitution of  workforces with intelligent robots that could increase the inequality among the highly skilled workforce. |
| 4. | Shashank Bairy,  Rashmi R  (2021) | A Review of Chatbots in the Banking  Sector | Chatbot is a software application that listens to a user's query in natural language and responds accordingly. There is rapid adoption of the latest technologies in banking and chatbots are one of them.  Answering customer queries and assisting customers with banking transactions are some of the ways in which it’s making an impact on the industry. | Netbanking websites are complex and involve navigating through a lot of pages to find the information that users need. Bank staff undergo a lot of stressful situations when communicating with clients directly. Such situations can be avoided gracefully by using chatbots with AI. | Chatbots cannot hold the conversation which means it cannot answer multiple question at the same time. |
| 5. | Navleen Kaur,  Dr Monika  Sharma,  Supriya Lamba | Banking 4.0:  -The  Influence of  Artificial | Artificial intelligence (AI),  is simulation of human | AI is used in banking industry to minimize the chances of fraud | 24.1% i.e. 27 people out of 112 are not sure that |
|  | Sahdev,  Laraibe Siddiqui  (2020) | Intelligence on the Banking  Industry  & How AI is  Changing the  Face of  Modern Day  Banks | intelligence in machines. Artificial intelligence consists of generally two fundamental  ideas. First it involves studying human brains like how their thought process works and secondly it helps representing those processes through machine learning. | and scam.It is also used to carry out effective decision-making. | using artificial intelligence in banking is beneficial.  4.5% i.e. 5 people out of 112 don‘t think  that it is beneficial at all. 22.3% i.e. 25 people don‘t agree that it has any impact on fast services. |
| 6. | Dr.Anil B  Malali,  Dr.S.Gopalakris hnan (2020) | Application of Artificial Intelligence and Its  Powered Technologies in the Indian  Banking and  Financial  Industry | Examine the dynamics of AI ecosystems in the banking and financial industry and how it is fast becoming a most important disrupter by looking at some  of the critical unsolved problems in this area of business. | AI will empower banking organizations to completely redefine how they operate, establish innovative products and services, and most importantly impact customer experience interventions. | AI and ML are replacing the human analysts in business  activities since human selection involves high cost. |
| 7. | Dr. Shalini  Sayiwal  (2020) | CHATBOTS  IN  BANKING  INDUSTRY:  A CASE  STUDY | Chatbots designed with AI are one of the most promising strategies of a banking business that can lead the bank to win the satisfaction vote of their loyal customers. | Chatbots are relatively inexpensive to develop and maintain compared to the human equivalent. Chatbots are more intuitive and easier to use. | Chatbots have significant limitations based on accents and languages. |