

## AI Based Discourse For Banking Industry

### Literature Survey:

S.No	Title	Author & Year of Publication	Proposed Work	Limitation
1.	Drivers Of Artificial Intelligence In Banking Service Sectors	Mohamed Hussain Thowfeek.,Et Al.,[2020]	Artificial Intelligence Is Of Interest To Researchers . Due To Recent Technology Developments And Faster Data Accessibility, It Is Now Closer To Commercial Adoption. Using Panel Data From 28 Semi-Structured Interviews With Banking Ai Professionals, This Study Investigates The Drivers And Constraints To Effective Ai Deployment In The Banking Sector.	Algorithm Cost Implementation Lack Of Supporting Data
2.	Artificial Intelligence In Banking - A Case Study About The Introduction Of A Virtual Assistant Into Customer Service	Mehmet Ateş.,[2017]	Consequently, Expenditures Are Reduced And Customer Satisfaction Is Increased. According To The Data, New Technologies Were Warmly Accepted By Clients. Banking Institutions And Other Service-Oriented Organizations With A High Level Of Customer Interaction Might Use The Thesis' Implications To Better Meet Their Customers' Needs.	The Outcome Of The Study Focuses On The Banking Sector And The Implications Are Limited To Certain Markets.
3.	Machine Learning And Artificial Intelligence In Banking	Praveen Kumar Donepudi., [2017]	They Use Computational Intelligence To Improve Their Business. This Article Will Discuss The Uses Of Machine Learning And Artificial	It Does Not Include All The Desired Features.

			Intelligence, As Well As Evaluate Their Worth In A Variety Of Banking Sector Functional Areas, And Will Detail How These Institutions Effectively Use Computational Intelligence To Improve Their Business.	
4.	Banks Banking On Ai	Kamal Singh.,[2020]	Allowing Electronic Equipment To Do Tasks That Would Normally Need Human Intellect, Such As Visual Perception, Speech Recognition, Decision-Making, And Language Translation "The Art And Science Of Constructing Intelligent Machines" Ai Technology Has Only Lately Witnessed Rapid Growth, Attracting The Attention Of A Wide Variety Of Stakeholders, Including The Banking Sector.	Larger Dataset Is Required To Train The Model To Give Best Performance. The Report Has Opined That A Big Challenge In Regulating Emerging Technologies Such As Ai Is That They May Operate Outside The Framework Of Traditional Privacy Principles.
5.	Automation And Machine Learning In Transforming The Financial Industry	Praveen Kumar Donepudi., [2019]	The Findings Of A Qualitative Text Analysis On The Topic Of Machine Learning Are The Basis For This Paper. The Findings Of A Qualitative Text Analysis On The Topic Of Machine Learning Are The Basis For This Paper. The Findings Of A Qualitative Text Analysis On The Topic Of Machine Learning Are The Basis For This Paper.	Cyber Security And Data Protection Are Important Because They Reduce The Risk Of Losing Valuable And Confidential Data, Which Is Why Ai Is Needed To Address This Vulnerability.
6.	A Survey On Providing Customer And Public Administration Based Services Using	Krishna Kumar Nirala1.,Et Al.,[2022]	A Chatbot Has Evolved Into A Wonderful Tool For Automatically, Relevantly, And Correctly Responding To User	Lack Of Training Data And Poor Conversational Understanding. Ai-Chatbot Needs

	Ai: Chatbot		Enquiries. The Impact Of Chatbot Involvement On Public Administration Services Has Yet To Be Investigated. The Ai-Assisted Chatbot System Offers Enormous Promise For Customer Assistance And Governance In Public Administration Services.	Critical Improvement In The Grammatical Errors, Words Ambiguity, Language Structure, Semantic Meaning, Sentiment Analysis.
7.	A Review Of Current Trends In The Development Of Chatbot Systems	Tatwadarshi P. Nagarhalli., Et Al.,[2020]	In Recent Years, Conversational Systems, Sometimes Known As Chatbot Systems, Have Grown In Popularity. Chatbot Systems Have Been Used And Developed For A Variety Of Applications. The Article Delves Further Into Some Of The Most Recent Chatbot Systems/Papers Developed In Many Areas.	The Paper Does Not Elaborate The Implementation Of Chatbot System, Nor Does It Talk About Natural Language Processing(Nlp). This Paper Also Does Not Talk About The Type Of Knowledge Given To The Chatbox.
8.	Increasing Customer Service Efficiency Through Artificial Intelligence Chatbot	Ivan Martins De Andrade., Et Al.,[2020]	The Chatbot System Cut Wait Times In Contact Centers And Relationship Centers, Freeing Up Human Attendants To Tackle More Difficult Attendances. The Chatbot System Cut Wait Times In Contact Centers And Relationship Centers, Freeing Up Human Attendants To Tackle More Difficult Attendances.	Wasn't Deployed In A Convenient Way To The Customer.

## Reference:

- [1].Mohamed Hussain Thowfeek.,Et Al.,[2020],Drivers Of Artificial Intelligence In Banking Service Sectors.August 2020.
- [2].Mehmet Ateş.,[2017],Artificial Intelligence In Banking - A Case Study About The Introduction Of A Virtual Assistant Into Customer Service.September 2017
- [3].Praveen Kumar Donepudi.,[2017] Machine Learning And Artificial Intelligence In Banking July 2017
- [4].Kamal Singh.,[2020]Banks Banking On Ai,November 2020
- [5].Praveen Kumar Donepudi.,[2019] Automation And Machine Learning In Transforming The Financial Industry,December 2019.
- [6].Krishna Kumar Nirala 1.,Et Al.,[2022],A Survey On Providing Customer And Public Administration Based Services Using Ai: Chatbot,February 2022
- [7].Tatwadarshi P. Nagarhalli.,Et Al.,[2020],A Review Of Current Trends In The Development Of Chatbot Systems August 2020
- [8].Ivan Martins De Andrade., Et Al.,[2020],Increasing Customer Service Efficiency Through Artificial Intelligence Chatbot September 2020