

AI BASED DISCOURSE FOR BANKING INDUSTRY

PROBLEM STATEMENT

A cost effective and secured solution that solves the banking queries of the customers and thereby helping them with their financial transactions and the reducing the workloads of the bank employees.

To build an efficient banking chatbot or banking assistant based on **ARTIFICIAL INTELLIGENCE(AI)**. Also using **NATURAL LANGUAGE PROCESSING(NLP)**, **DEEP LEARNING**, **IBM WATSON ASSISTANT** to effectively curb out the following constraints:

- Guiding a customer to create a bank account and answering queries regarding financial and loan, etc.,
- Answering queries regarding net banking.
- Guiding a customer throughout the entire process of account creation also giving out effective and instant responses.
- Providing a secured environment for the banking transaction.
- The chatbot can seamlessly escalate queries to customer agents while providing them with all the necessary data to ensure that these issues are resolved appropriately and without having to make the customer repeat any information.