

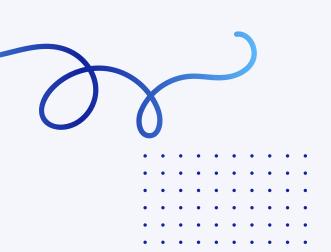
PROJECT NALAIYA THIRAN











TEAM ID: PNT2022TMID39544



01 BALAJI K 510619104010

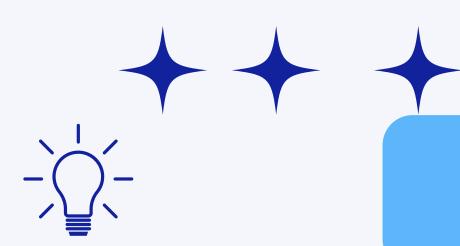
03

DINESH KUMAR B 510619104014

02 IMRAN SHERIEFF M 510619104028

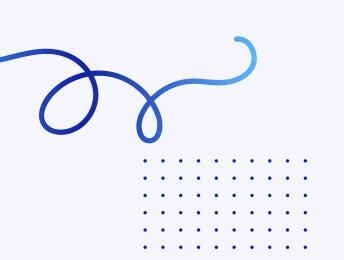
04

DHINESH B 510619104013



GUIDED BY: MR RAJKUMAR









Currently, in this busy world there is no enough time for bank customers to manually visit to bank each and every time for resolving a query related to their banking.

Also, it is difficult for banking employees to resolve the customer queries and their needs in time which makes customer dissatisfaction towards bank service.











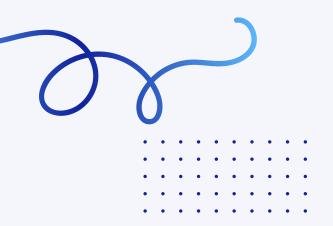
A precise and instant solution to the customers Queries

Facilitates 24*7 Service

Fast and Secure Automating Customer Service anytime and anywhere







PURPOSE

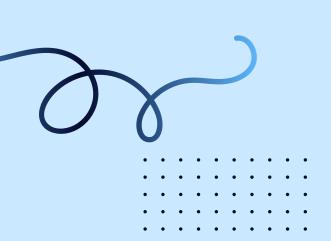


A cost effective and secured solution that solves the banking queries of the customers and thereby helping them with their financial transactions and the reducing the workloads of the bank employees.

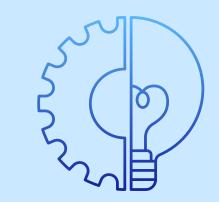


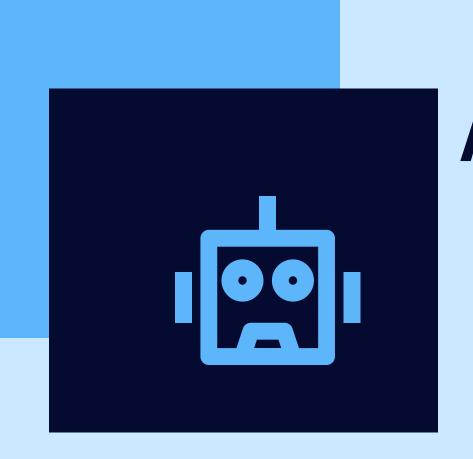






Artificial intelligence based CHATBOT



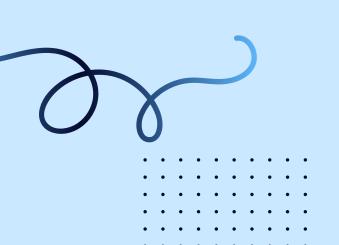


Al chatbot is an automated program that taps into Al capabilities in order to interact with humans via text input, audio input, or both.

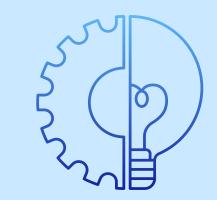


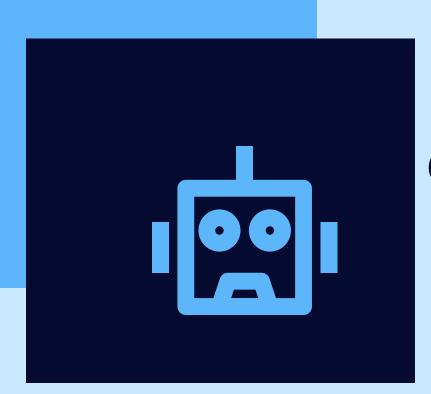






Al Chatbot for Banking



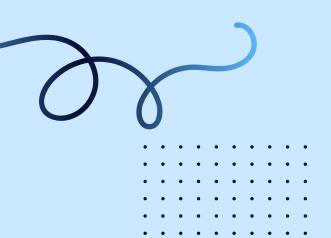


Chatbots for banking enhance the omnichannel customer experience while also broadening their reach. Banks have been highly effective at striking the ball and integrating bots into their daily operations

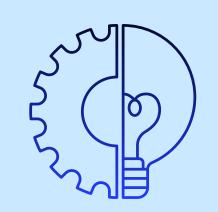








OBJECTIVES





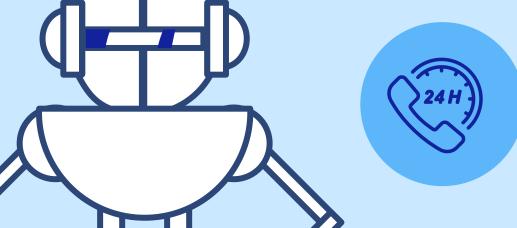
Enhance Customer Service



Personalized Banking Experience







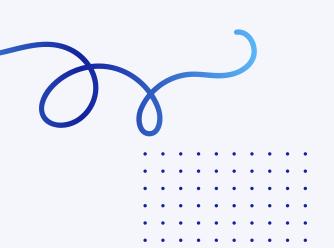




Improve Work Efficiency & Reduce Workload

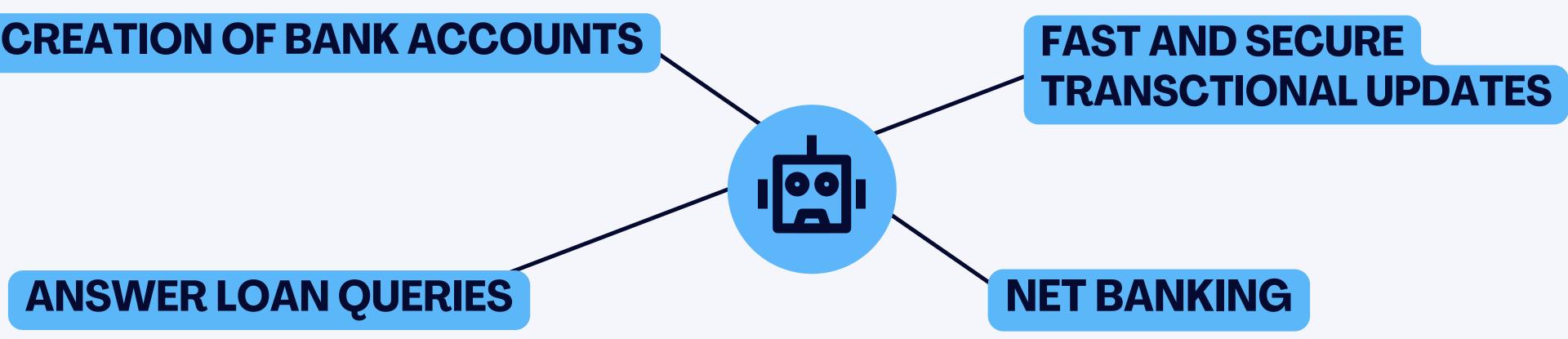
Cut Down on the Costs & Better Risk Mitigation





CHATBOT CAPABILITIES







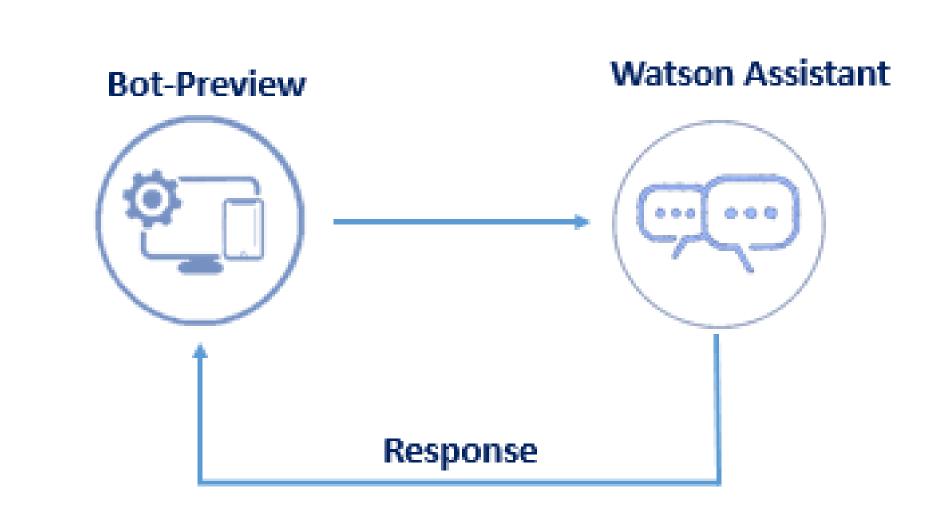




CHATBOT PROCESSING WITH IBM WATSON ASSISTANT

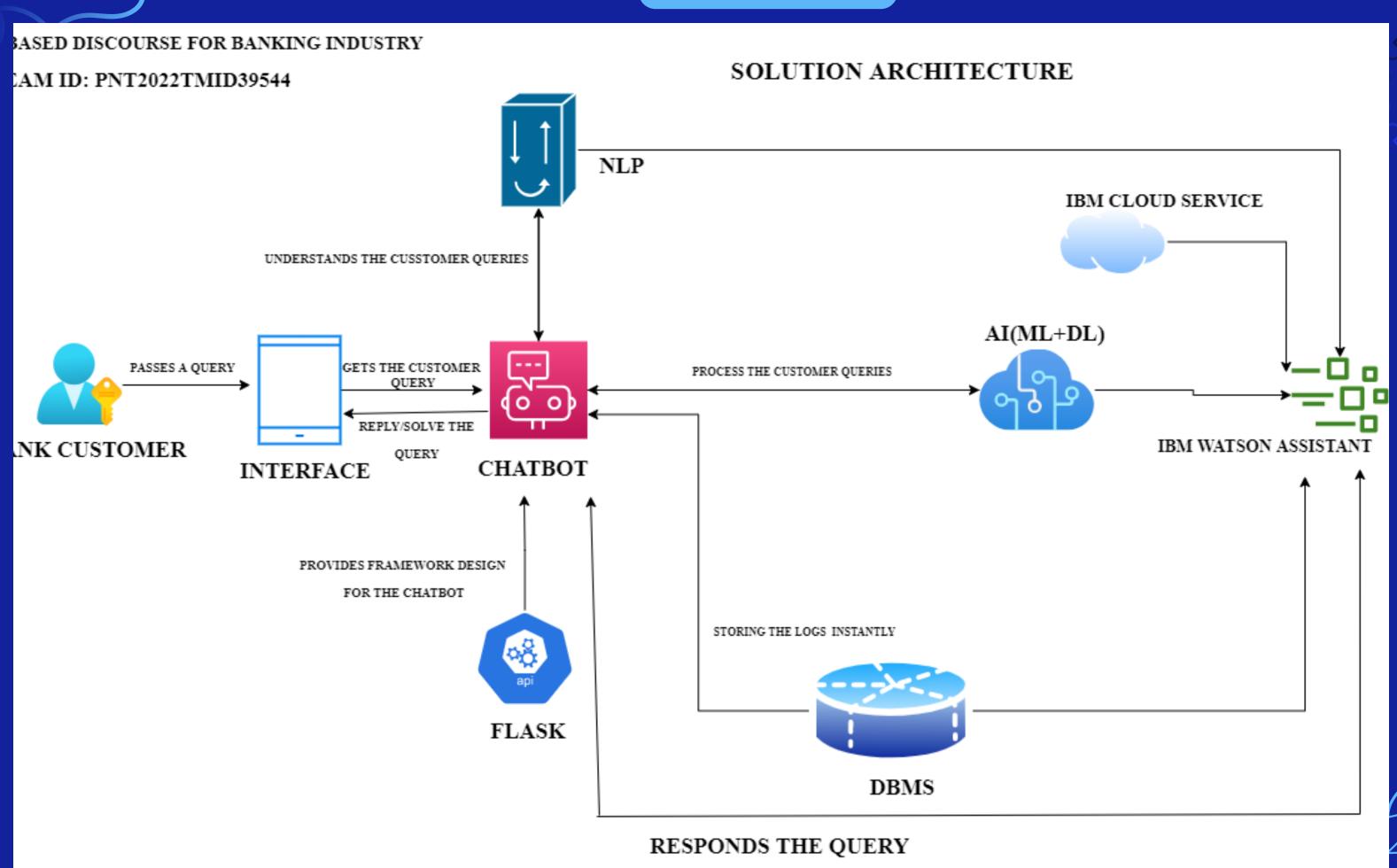


- 01 Automation
- 02 Accuracy
- **Enhancement**
- 04 Analysis
- os Instant





PROCESS





TECHNOLOGIES IMPLEMENTED

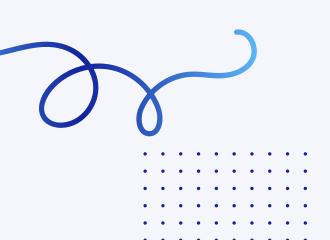
- 01 IBM STT
- 02 IBM CLOUDANT
- оз FLASK
- o4 IBM DB2
- 05 NLP AND NLU











BENEFITS



TRANSFER MONEY AND GET ACCOUNT BALANCE.

03

TACKLE SUSPICIOUS ACTIVITIES AND HASSLE FREE APPLICATION

SEND TIMELY ALERTS AND TRACK TRANSACTIONAL HISTORY

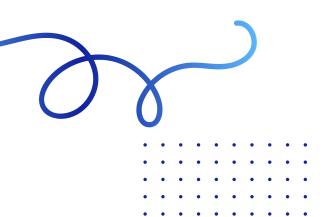
04

MAKE SECURE PAYMENTS AND EASY, UNCOMPLICATED LEAD GENERATION

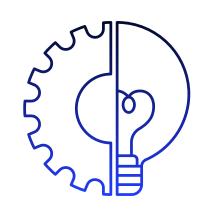








LITERATURE REVIEW





"Artificial Intelligence Marketing: Chatbots"
Uroš Arsenijevic; Marija Jovic
2019 International Conference on Artificial Intelligence: Applications and Innovations (IC-AIAI)



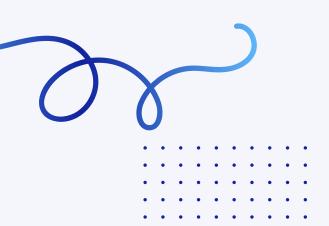


"Conversation to Automation in Banking Through Chatbot Using Artificial Machine Intelligence Language"
Sasha Fathima Suhel; Vinod Kumar Shukla; Sonali Vyas; Ved Prakash Mishra



2020 8th International Conference on Reliability, Infocom Technologies and Optimization (Trends and Future Directions) (ICRITO)





LITERATURE REVIEW CONT.,





"Artificial Intelligence in Banking sector: Evidence from Bahrain" Yomna Abdulla;Rabab Ebrahim;Sumathi Kumaraswamy 2020 International Conference on Data Analytics for Business and Industry: Way Towards a Sustainable Economy (ICDABI)

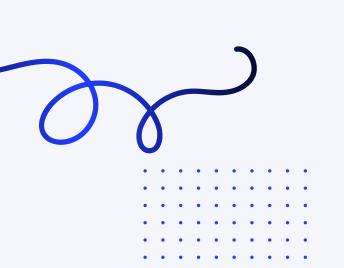


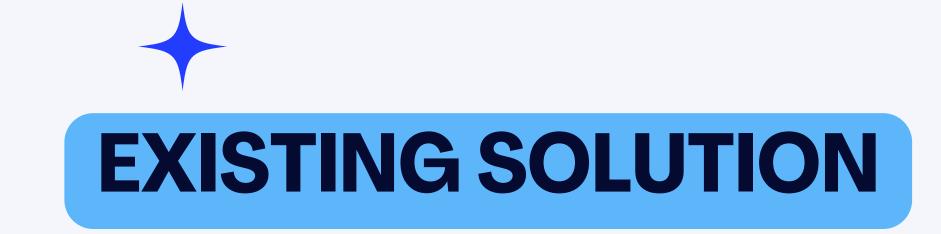
"Simulating the Effects of Social Presence on Trust, Privacy Concerns & Usage Intentions in Automated Bots for Finance"
Magdalene Ng;Kovila P.L. Coopamootoo;Ehsan Toreini;Mhairi Aitken;Karen Elliot;Aad van Moorsel



2020 IEEE European Symposium on Security and Privacy Workshops (EuroS&PW)









FINPLEX ROBOT
AGENT PLATFORM

03

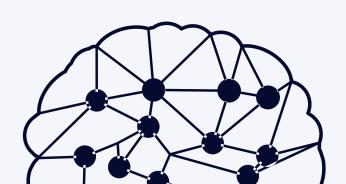
CREDOMATIC

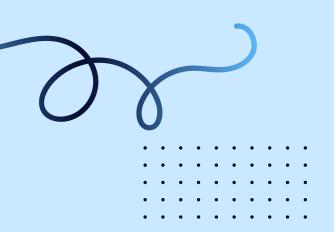
02 HDFC EVA

04

RBL CARES







CONCLUSION



Banking is all about money and reputation, and AI chatbots offer numerous benefits for both and serve a reputed service for their customers through instant, fast, secure and userfriendly service.











Thank You





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