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.

•Providing personal and efficient communication between the user and their bank in order to manage their finances and get assistance when needed, such as; answering any queries and booking appointments.

•Allowing users to feel confident and comfortable when using this service regardless of the user's computer literacy due to the natural language used in messages.

• Providing a very accessible and efficient service as all interactions will take place within the one chat conversation negating the need for the user to navigate through a site.