Abstract

An intelligent chat bot will be used to give information or answers to any question asked by user related to bank. Our Intelligent system will first take input from bank customer. This input will be taken as voice or written format. According to input, intelligent system will processes the query and give response to user. An artificial intelligence is most important and helpful part of our project. Intelligent system is automation of activities associated with human thinking, decision making, and problem solving process. This system will be available on web. Our system will represent the design and development of an intelligent chat bot. It will present a technology demonstrator to verify a proposed framework required to support such a bot (a web service). While a black box approach is used, by controlling the communication structure, to and from the web-service, the web-service allows all types of clients to communicate to the server from any platform. The service provided will be accessible through a generated interface which allows for seamless XML processing; whereby the extensibility improves the lifespan of such a service. By introducing an artificial brain, the webbased bot generates customiz ed user responses, aligned to the desired character. Questions asked to the bot, which will not be understood, are further processed using a third-party expert system, and the response will be archived, improving the artificial brain capabilities for future generation of responses.

Keywords - ICB (Intelligent Chat Bot),AIML(Artificial Intelligent Markup Language),AI(Artificial Intelligent).