

**Professional Readiness for Innovation,
Employability and Entrepreneurship**

Project Title: AI based discourse for Banking Industry

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Team Members:

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Problem Statement:

Normally, retail banking customers often have to endure long turnaround times to have their queries resolved and performing certain services. In today's competitive banking landscape, large banks are struggling to catch up with, compared to their new generation peers.

Solution for the problem:

One of the options that banks have is to leverage a technology based on is AI chatbots. AI chatbots communicate with humans in a very natural form to resolve their queries and to assist them as required. The core purpose of banking chatbots is to provide the customers with prompt service and to improve the operational efficiency of the bank and its employees.