



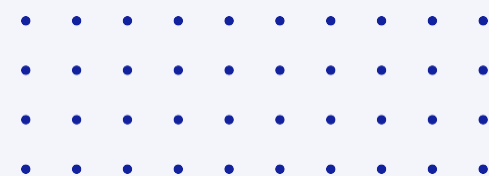
PROJECT NALAIYA THIRAN


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AI BASED DISCOURSE FOR BANKING INDUSTRY

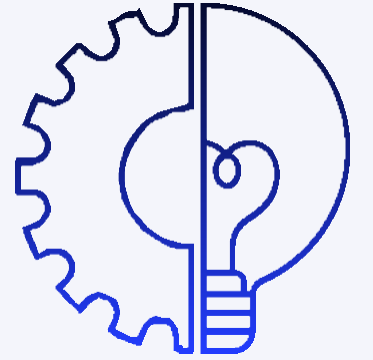
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DATE: 17th OCTOBER 2022





TEAM ID:
PNT2022TMID26751

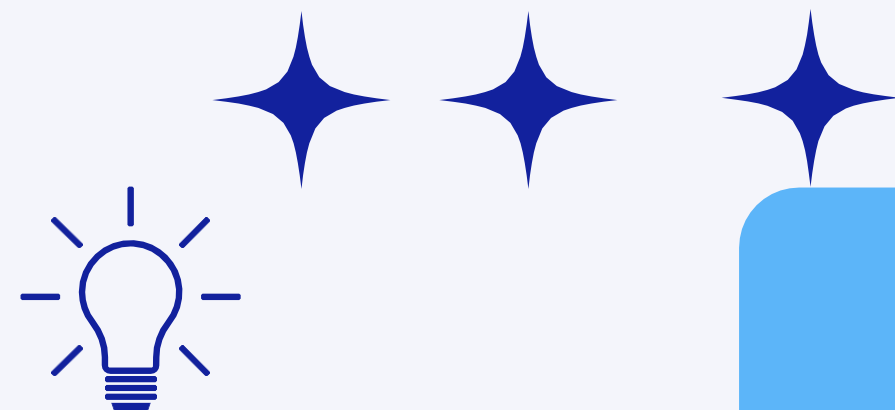


01 **GEETHA.M**
310519104039

03 **KEERTHIGA.V**
310519104056

02 **ISHWARYA.R**
310519104047

04 **KRISHNAKUMAR**
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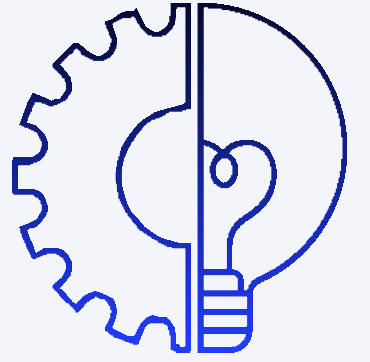


GUIDED BY:
REVATHY.D



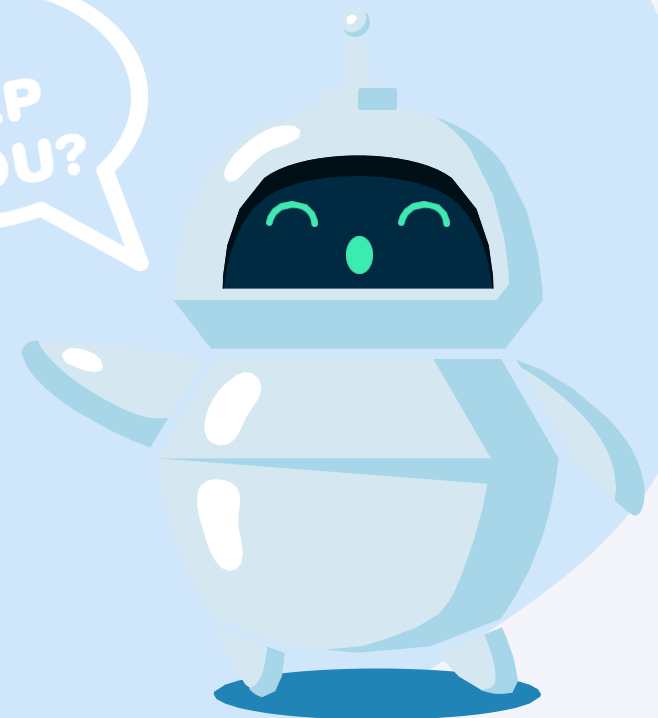


PROBLEM DESCRIPTION



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.





ABSTRACT



AI in banking is essential in modern times where “the race to catch up is on”.



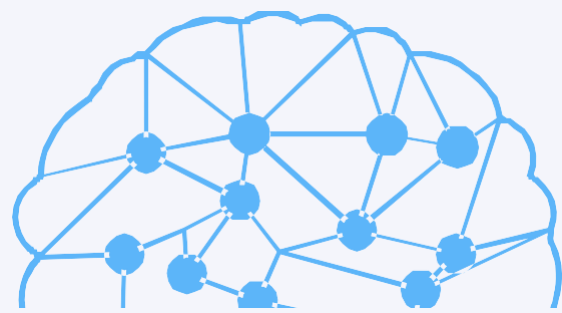
A precise and instant solution to the customers Queries



Facilitates 24*7 Service



Fast and Secure Automating Customer Service anytime and anywhere





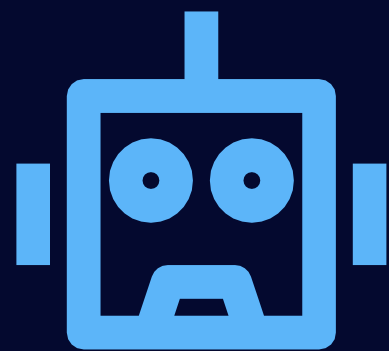
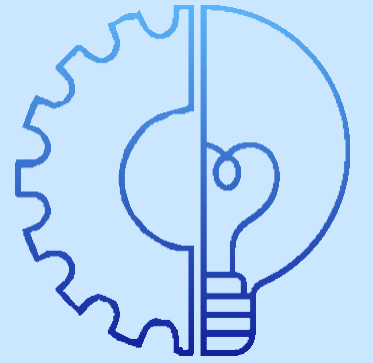
PURPOSE



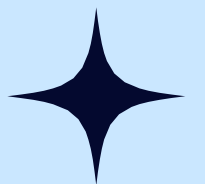
A cost effective and secured solution that solves the banking queries of the customers and thereby helping them with their financial transactions and the reducing the workloads of the bank employees.



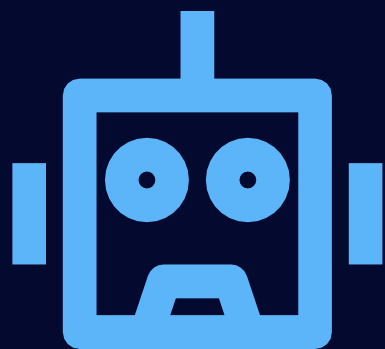
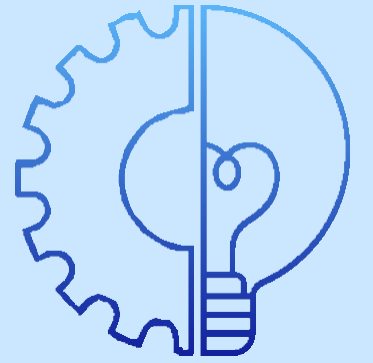
Artificial intelligence based **CHATBOT**



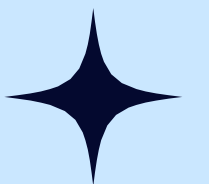
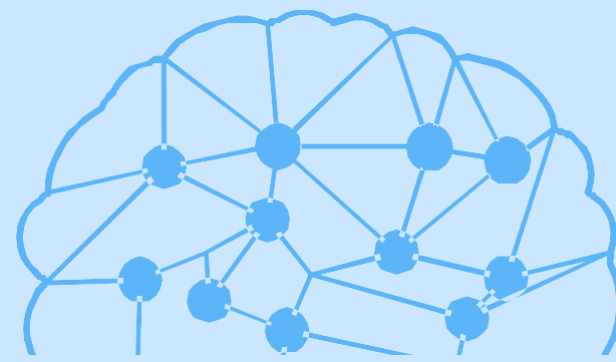
AI chatbot is an automated program that taps into AI capabilities in order to interact with humans via text input, audio input, or both.



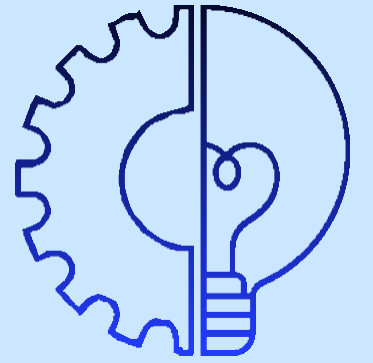
AI Chatbot for Banking



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



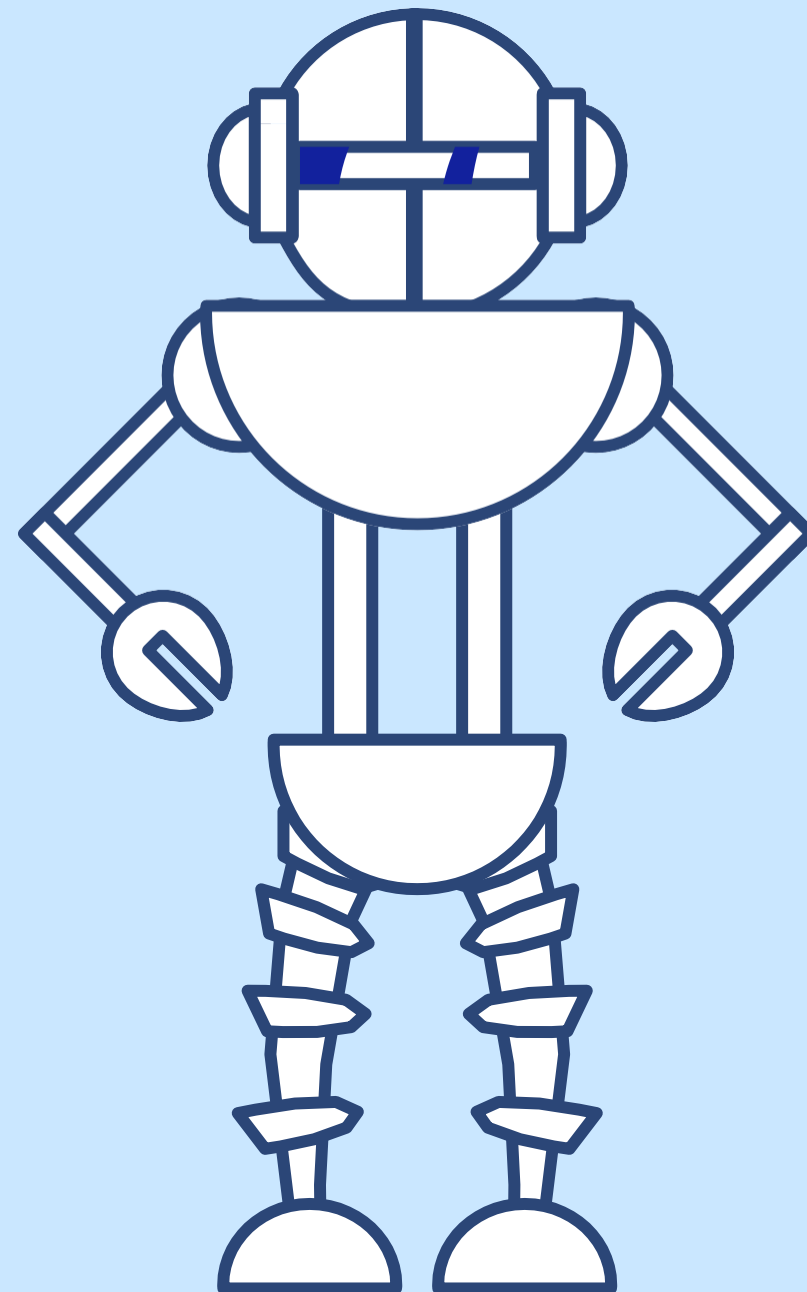
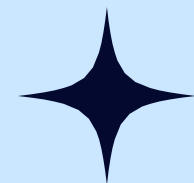
OBJECTIVES



Enhance Customer Service



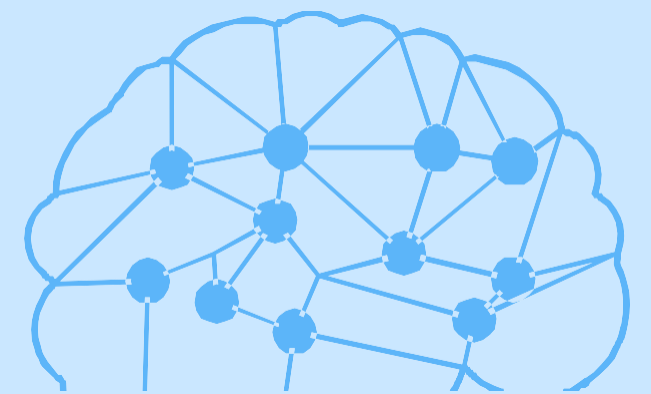
Personalized Banking Experience

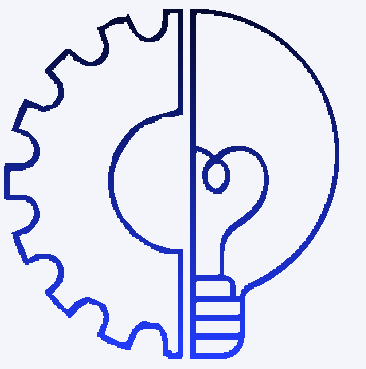


Improve Work Efficiency & Reduce Workload



Cut Down on the Costs & Better Risk Mitigation

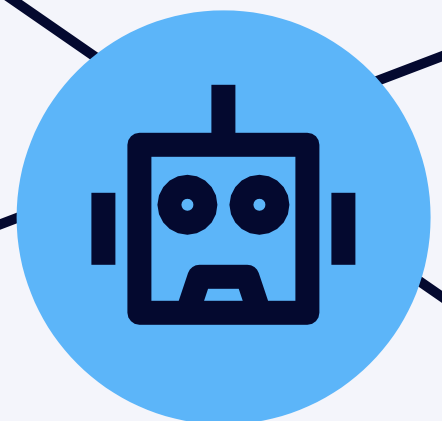




CHATBOT CAPABILITIES

CREATION OF BANK ACCOUNTS

FAST AND SECURE
TRANSACTIONAL UPDATES

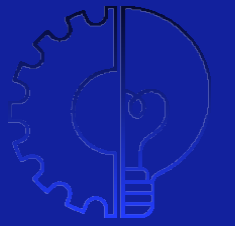


ANSWER LOAN QUERIES

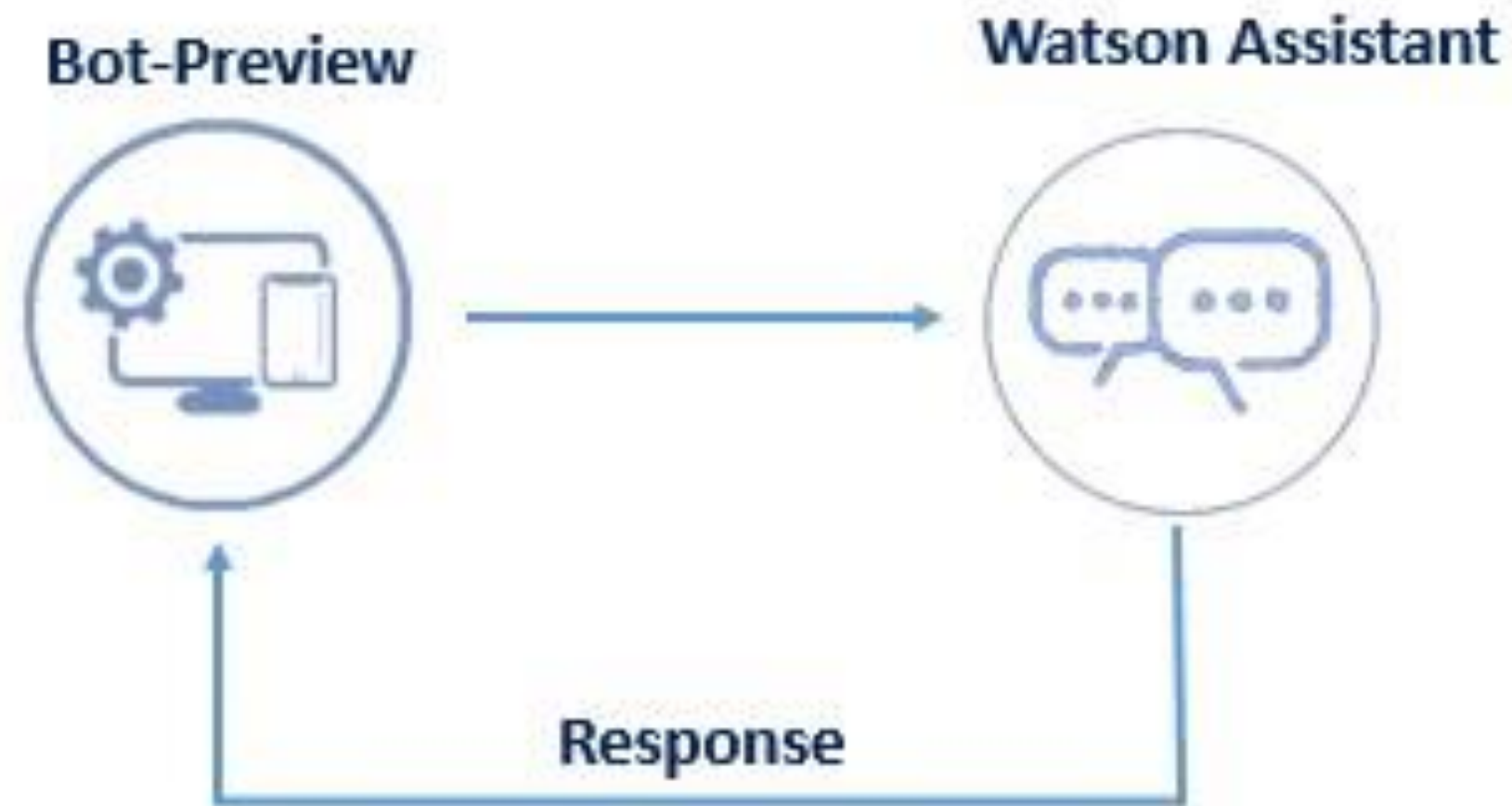
NET BANKING



CHATBOT PROCESSING WITH IBM WATSON ASSISTANT



- 01 Automation
- 02 Accuracy
- 03 Enhancement
- 04 Analysis
- 05 Instant

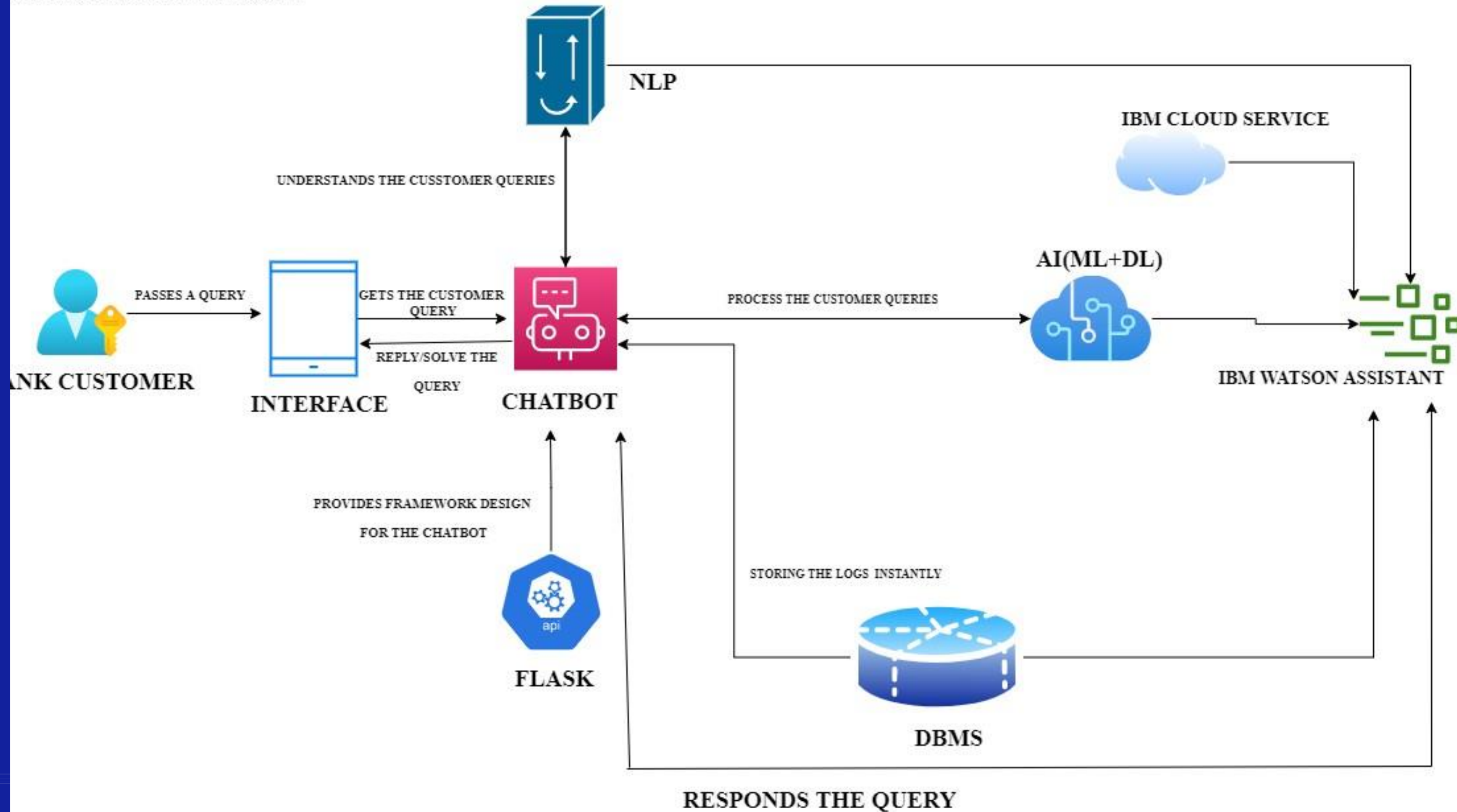


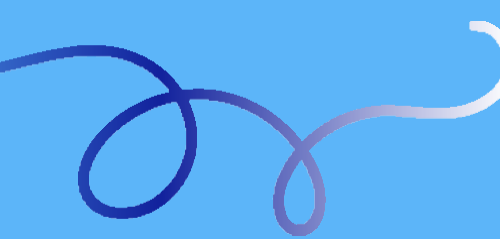
PROCESS

BASED DISCOURSE FOR BANKING INDUSTRY

TEAM ID: PNT2022TMID39544

SOLUTION ARCHITECTURE



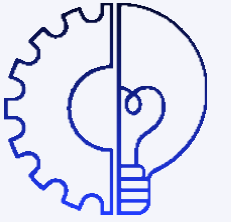


TECHNOLOGIES IMPLEMENTED

- 01 IBM STT
- 02 IBM CLOUDANT
- 03 FLASK
- 04 IBM DB2
- 05 NLP AND NLU

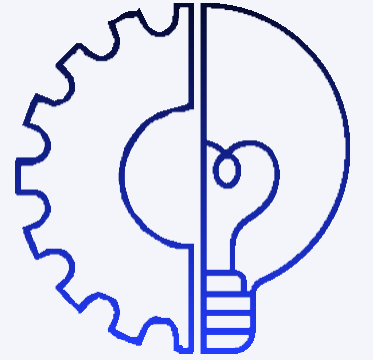


**IBM WATSON
ASSISTANT**





BENEFITS



01

TRANSFER MONEY AND GET
ACCOUNT BALANCE.

03

TACKLE SUSPICIOUS ACTIVITIES
AND HASSLE FREE APPLICATION

02

SEND TIMELY ALERTS AND TRACK
TRANSACTIONAL HISTORY

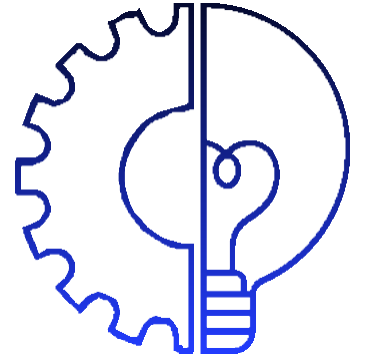
04

MAKE SECURE PAYMENTS AND
EASY, UNCOMPLICATED LEAD
GENERATION





LITERATURE REVIEW



“Artificial Intelligence Marketing: Chatbots”

Uroš Arsenijevic; Marija Jovic

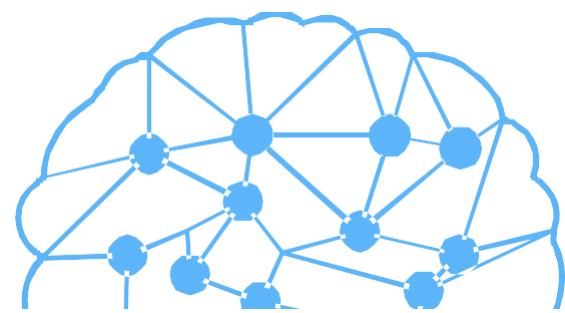
2019 International Conference on Artificial Intelligence: Applications and Innovations (IC-AIAI)



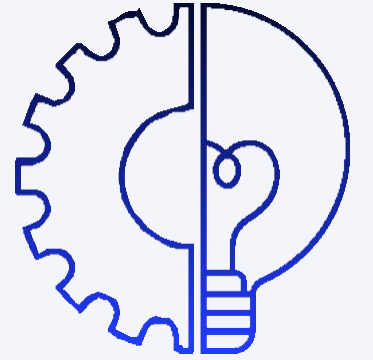
“Conversation to Automation in Banking Through Chatbot Using Artificial Machine Intelligence Language”

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)





EXISTING SOLUTION

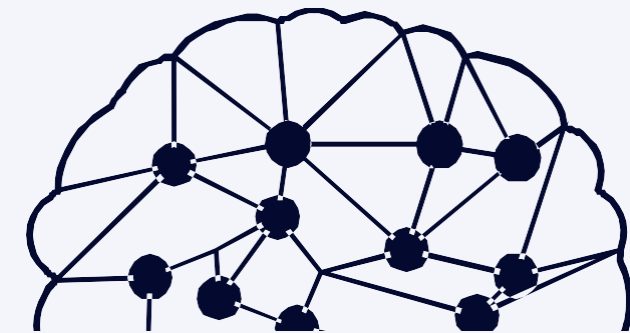


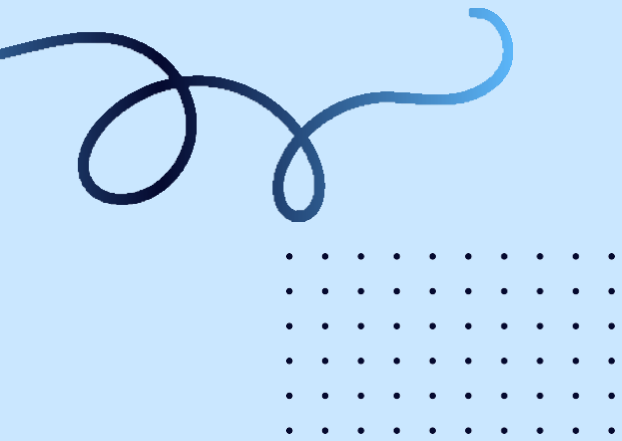
01 FINPLEX ROBOT
AGENT PLATFORM

02 HDFC EVA

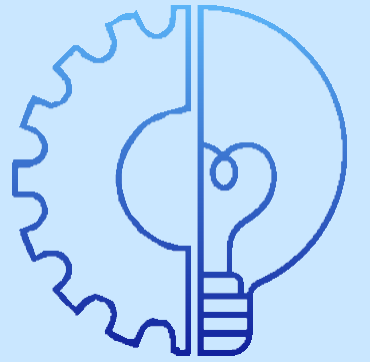
03 CREDOMATIC

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