

**TEAM ID:** PNT2022TMID44006

**TEAM LEAD:** Joseph Raj Y (723719104032)

**TEAMMATES:** Azhagu Sundaram D (723710104012)

Alagu Dayanand S (723719014005)

Arunkumar A (723719104011)

**DOMAIN NAME:** Banking and Finance

**USE CASE NAME:** AI-Based Discourse For Banking Industry

### ***PAPER 1 :***

**AUTHOR:** Mehmet Ates

**YEAR:** August 2017

**TITLE:** Artificial Intelligence in Banking

**METHODOLOGY:** This is a case study about the introduction of a virtual assistant into customer service. The research is based on a case study of the Swedish banking institute Swedbank AB, which introduced an AI-based virtual assistant (Nina) to deal with customer requests.

### ***PAPER 2 :***

**AUTHOR:** Vinod Kumar Shukla, Sasha Fathima Suhel, Sonali Vyas, Ved Prakash Mishra

**YEAR:** June 2020

**TITLE:** Conversation to Automation in Banking Through Chatbot Using Artificial Machine Intelligence Language

**METHODOLOGY:** This paper discusses about some of the latest AI patterns and activities. System Chatbots are made. In the banking industry, the introduction of Artificial Intelligence has driven chatbots and changed the face of the interaction between banks and customers.

### ***PAPER 3 :***

**AUTHOR:** Shashank Bairy R, Rashmi R

**YEAR:** June 2021

**TITLE:** A Review of Chatbots in the Banking Sector

**METHODOLOGY:** Chatbot is a software application that listens to a user's query in natural language and responds accordingly. Answering customer queries and assisting customers with banking transactions are some of the ways in which its making an impact on the industry. This paper discusses the anatomy of chatbots and its applications in the banking sector. Improvements to current chatbot technologies are also suggested.

#### ***PAPER 4 :***

**AUTHOR:** Dr. Shalini Sayiwal

**YEAR:** June 2020

**TITLE:** CHATBOTS IN BANKING INDUSTRY: A CASE STUDY

**METHODOLOGY:** Chatbots designed with AI are one of the most promising strategies of a banking business that can lead the bank to win the satisfaction vote of their loyal customers. Conversational Banking is a smarter way to retain loyal customers by offering them a quick response to their queries.

#### ***PAPER 5 :***

**AUTHOR:** S Saleem

**YEAR:** 2020

**TITLE:** Application of Artificial Intelligence in Banking: A study based on SBI-SIA Virtual Assistant

**METHODOLOGY:** AI is supporting Indian banks in upgrading their operations across the board, from accounting to sales to contracts and cybersecurity. This is a case study based on the virtual assistant of SBI-SIA. Recent developments and the emergence of virtual banking and the trends in the modern banking systems are explained in this study.