AI BASED DISCOUCE OF BANKING INDUSTRY

Introduction:

The online banking transaction system is the application system with the most complex business, the most demanded, and frequent version updates in the software engineering application system. The existing online banking business sub-module is intelligent and faces major challenges in security. Traditional online banking systems cannot meet this capability. This article combines machine learning and online banking business module design to implement a business agent online banking system based on a new architecture. The article first proposes new features and new challenges of the online banking system, discusses the technical problems solved by the intelligent online banking system, and analyzes HERCULES Architecture business intelligent machine learning algorithm model, smart deposits and white-collar loans and other core processes, and then designed and implemented an intelligent online banking system business model, focusing on the issues of the intelligent online banking system, soft load balancing implementation and transaction security, through business implementation The effectiveness of the proposed business agent is verified.

Literature Review:

[1] BANKING WITH A CHATBOT – A STUDY ON TECHNOLOGY ACCEPTANCE

The implementation of chatbot technology is evolving rapidly in the banking industry, yet customer acceptance is behind. The aim of the present paper is to identify the factors that influence consumers' intention to use chatbot technology applied in the banking industry. The measurement development and hypotheses were based on the technology acceptance model extended with compatibility, customers' perceived privacy risk and awareness of the service. The sample contains 287 respondents, out of whom 24% have previously used a banking chatbot. The measure items were validated by a measurement model and hypotheses were tested using Partial Least Squares-Structural Equation Modeling (PLS-SEM). The findings highlight the importance of perceived compatibility and perceived usefulness in the adoption of banking chatbot technology.

[2] BANKING CHATBOT (B-BOT)

Chatbots square measure intelligent systems that perceive a user's tongue queries and respond consequently during a conversation, that is the focus of this study. It's an additional sort of a virtual assistant, folks want they're talking with a real person. They speak a constant language we have a tendency to do, and will answer all queries. In banks, at customer care centers and enquiry desks, humans are lean and usually take very long time to method the only request which ends up in wastage of your time and additionally cut back quality of client service. In this paper we introduce a more efficient way to

resolve customer queries. Today's customers have high expectations andthey want quick and accurate responses, completeand robust resolution, service that is available anywhere and anytime

[3] CHATBOTS IN BANKING INDUSTRY: A CASE STUDY

Conversational Banking is a smarter way to retain the loyal customers by offering them a quick response to their queries. Technology has helped humans to evolve from the Stone Age to the modern digital era. The pace of the shift in consumerism behavior from a service seeker to a game-changer is quite quick. Gone are the days, when a business could afford to prioritize the customers' needs at a later stage. With the customer becoming the ultimate decisionmaker for a business to stay or go, it had become the priority of every business to ensure that customer satisfaction is achieved at any extent. Speaking about the banking sector, technology has gifted many exclusive ways to allow the industry to gain customer's satisfaction to the maximum. One such smart strategy is to introduce the chatbots to its customers. 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.

[4] CONVERSATION TO AUTOMATION IN BANKING THROUGH CHATBOT

Artificial Machine Intelligence is a very complicated topic. It involves creating machines that are capable of simulating knowledge. This paper examines some of the latest AI patterns and activities and then provides alternative theory of change in some of the popular and widely accepted postulates of today. Based on basic A.I. (Artificial Intelligence) structuring and working for this, SystemChatbots are made (or chatter bots). The paper shows that A.I is ever improving. As of now there isn't enough information on A.I. however this paper provides a new concept which addresses machine intelligence and sheds light on the potential of intelligent systems. The rise of chatbots in the finance sector is the latest disruptive force that has changed the way customers interact. In the banking industry, the introduction of Artificial Intelligence has driven chatbots and changed the face of the interaction between bank and customers. The banking sector plays an important role in development into any country. It also explores the existing usability of chatbot to assess whether it can fulfill customers ever-changing needs .

[5] CONCEPTUALISING A LIBRARY CHATBOT USING OPEN SOURCE CONVERSATIONAL

The purpose of the paper is to conceptualise a novel library chatbot using a recently developed, artificial intelligencepowered open source conversational software platform named Rasa, and to propose its potential adoption by libraries. The paper introduces the essence of chatbot technology and their present-day application in libraries