

## Project Objectives

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Team ID	PNT2022TMID45335
Project Name	AI BASED DISCOURSE FOR BANKING INDUSTRY
Marks	4 marks

The objective of this project is to develop an AI Chatbot **to provide the customers with prompt service and to improve the operational efficiency of the bank and its employees.** Banking chatbots emerging as the preferred customer support platform. It is useful for financial service providers because they **facilitate a 2-way communication with machines using natural language commands.**

**We used IBM Watson assistant to develop and train the chatbot.**

### **Create Skills in Watson Assistant:**

- Savings Account
- Current Account
- Loan Account
- General queries
- Net banking queries

We used actions to add conversational abilities to chatbot. It enables the Chatbot to provide immediate responses to customer queries.

We deployed each skill thereby we published our chatbot to integrate with the flask and HTML page.

Thus the chatbot is able to achieve following criteria:

- The Chatbot is able to guide a customer to create a bank account (current and savings account).
- The Chatbot is able to answer loan queries.
- The Chatbot is able to answer general banking queries.
- The Chatbot is able to answer net banking queries.

Apart from the existing given tasks we were able to implement additional features such as making payments and basic chatbot interaction.