

LITERATURE SURVEY

1. A BANKING CHATBOT SECURITY CONTROL PROCEDURE FOR PROTECTING USER DATA SECURITY AND PRIVACY - [2019]

Authors: Sen-Tarng Lai, Fang-Yie Leu, Jeng-Wei Lin

The rise of AI has prompted the money business to enter the intelligent money technology (FinTech). Chatbot with AI technologies is a vital member of FinTech. The money trade is actively introducing chatbot to boost the market competitive advantage. several banks and card issuers within the us have introduced or developed chatbots from 2017 to extend user convenience and assist business promotion of monetary establishments. However, chatbot with AI options could infringe client security and private privacy. Security has become a vital issue that Chatbot should listen to. so as to enhance the safety of chatbot, this paper analyzes the safety ways of e-commerce (EC), and combines the AI security principles to set up the Chatbot Security management Procedure (CSCP). CSCP uses security specifications confirmation, specifications implementation, scrutiny activity and improvement manners four stages to observe chatbot. Banking chatbot with CSPS will hold blessings of chatbots, cut back the safety risk, and concretely defend client knowledge security and private privacy.

2. AI-BASED CHATBOTS IN CUSTOMER SERVICE AND THEIR EFFECTS ON USER COMPLIANCE - [2020]

Authors: Martin Adam, Michael Wessel, Alexander Benlian

Communicating with clients through live chat interfaces has become associate progressively common suggests that to supply time period customer service in several e-commerce settings. Today, human chat service agents are oftentimes replaced by informal code agents or chatbots, that are systems designed to speak with human users by suggests that of language usually supported AI (AI). The cost and time saving opportunities triggered a widespread implementation of AI-based chatbots, they still oftentimes fail to fulfill client expectations, probably leading to users being less inclined to fits requests created by the chatbot. Drawing on social response and commitment-consistency theory, we have a tendency to through empirical observation examine through a randomized on-line experiment however verbal humanlike

style cues and also the foot-in-the-door technique have an effect on user request compliance. Our results demonstrate that each representational process furthermore because they got to keep consistent considerably increase the probability that users fit a chatbot's request for service feedback. Moreover, the results show that social presence mediates the impact of humanlike style

3. TOWARD A CHATBOT FOR FINANCIAL SUSTAINABILITY - [2021]

Authors: Sewoong Hwang, Jonghyuk Kim

This study examines technology effectiveness for business demand during which computer science (AI) is applied within the money sector. It summarizes previous studies on chatbot and client service and investigates theories on acceptance attitudes for innovative technologies. By setting variables, the study examines bank revenue methodologically and assesses the impact of client service and chatbot on bank revenues through client age classification. The results indicate that new product-oriented funds or housing subscription savings are additional appropriate for purchase through client service than through chatbot. However, services for existing product through chatbot absolutely have an effect on bank's profits. once classified by age, purchases by the bulk cohort within the channel absolutely have an effect on bank profits. Finally, there's an inclination to method tiny banking transactions through the chatbot system, that saves dealings and management prices, absolutely poignant profits. Through empirical analysis, we have a tendency to initial examine the result of associate degree AI-based chatbot system enforced to strengthen money soundness and counsel policy alternatives. Second, we have a tendency to use banking knowledge to extend the study's real-life relevance and prove that issues in client service will be resolved through a chatbot system. Finally, we have a tendency to investigate however resistance to technology will be reduced and with efficiency accommodated. cues on user compliance.

Paper 4

Authors:

Yomna Abdulla, Rabab Ebrahim, Sumathi Kumaraswamy

Year: 2020

Title:

Artificial Intelligence in Banking sector: Evidence from Bahrain

Methodology:

Artificial intelligence applications and robotic process automation for chatbots are discussed. Findings highlight that a high priority is given to the digital transformation journey in banks, which suggests that further development and implantation of technology in banks will be seen in the near future.

Advantage:

AI can be best described as the computerized processes that employ knowledge, reasoning, and communication that aids smart decision making by chatbots in banks.

Disadvantage:

Banking sector faces significant challenges relating to security, risk management and inefficiency that decrease the overall performance of banks.

Paper 5

Authors:

Shashank Bairy, Rashmi R

Year: 2021

Title:

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

Methodology:

Chatbot is a software application that listens to a user's query in natural language and responds accordingly. There is rapid adoption of the latest technologies in banking and chatbots are one of them. Answering customer queries and assisting customers with banking transactions are some of the ways in which it is making an impact on the industry.

Advantage:

Net banking websites are complex and involve navigating through a lot of pages to find the information that users need. Bank staff undergo a lot of stressful situations when communicating with clients directly. Such situations can be avoided gracefully by using chatbots with AI.

Disadvantage:

Chatbots cannot hold the conversation which means it cannot answer multiple question at the same time.

Reference:

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