

# Problem Statement

A cost effective solution that solves the banking queries of the customers and thereby helping them with their financial transactions and reducing the workload of the bank employees. To develop an efficient banking Chatbot using NLP and Deep learning to effectively curb out the following constraints :

- ★ Answering basic banking queries regarding account creation, net banking, loan queries, etc..
- ★ Guiding a customer throughout the entire process of account creation also giving out effective and instant responses.
- ★ Understanding the Queries in a better way.
- ★ The chatbot can seamlessly escalate queries to customer agents while providing them with all the necessary data to ensure that these issues are resolved appropriately and without having to make the customer repeat any information.