V.S.B.ENGINEERING COLLEGE, KARUR

Department of Computer Science and Engineering

IBM NALAIYA THIRAN

TITLE : Artificial Intelligence discourse for Banking Industry

DOMAIN NAME : Artificial Intelligence

LEADER NAME : Viswas M

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INDUSTRY MENTOR(S) : Sowjanya, Sandeep Doodigani

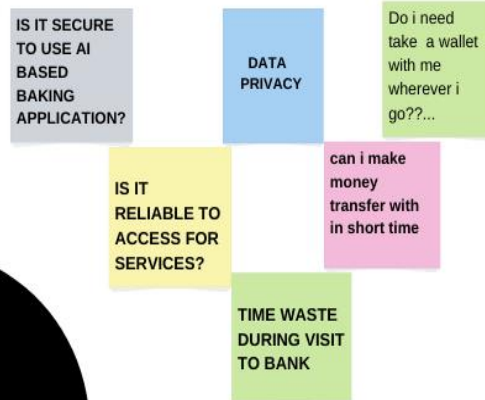**FACULTY MENTOR(S)** : Anandan S

PROBLEM STATEMENT :

At the instant, there are no services in the present that a person can easily install with a bank application to ask about queries on which the need to get clarity on the by providing impression(biometric feature, voice recognition and also talkback assistant that makes interactive banking system. Thereby handy and also providing greater security to people's transactions with low processing fees to make their payment digitalization.
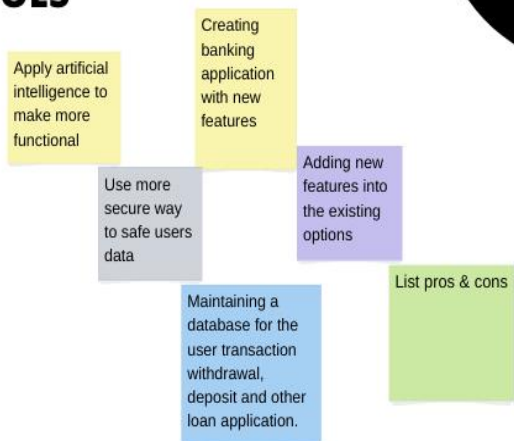
EMPATHY MAP:

SAYS

- wants to be more secure
- Expecting new trend of banking
- Is it helpful during emergency
- Easy to use
- Easily upgradable

Thinks

- IS IT SECURE TO USE AI BASED BAKING APPLICATION?
- DATA PRIVACY
- Do i need take a wallet with me wherever i go??...
- IS IT RELIABLE TO ACCESS FOR SERVICES?
- can i make money transfer with in short time
- TIME WASTE DURING VISIT TO BANK

JANE

DOES

- Apply artificial intelligence to make more functional
- Creating banking application with new features
- Use more secure way to safe users data
- Adding new features into the existing options
- Maintaining a database for the user transaction withdrawal, deposit and other loan application.
- List pros & cons

FEELS

- More interactive
- **Feeling excited**
- Feel secure
- More comfortable