

AI BASED DISCOURSE FOR BANKING INDUSTRY

PROBLEM STATEMENT

Banking is one the crucial sector, it deals with financial transactions which can be availed by everyone, banks are not able to resolve the queries of customers related to the products or services in satisfactory way in turn hinders the customer satisfaction.

Currently, most banks offer a wide variety of products and services – credit cards, savings accounts, debit cards, financial planning, personal loans, mortgages, etc. Yet many customers are not always aware of all the products offered by the financial company they're doing business with.

Addressing and resolving this issue will highly beneficial for the banks. Using Chatbot Banks will enable much and reliable services which will gain customer loyalty.