

# Project Objectives

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Team ID	PNT2022TMID43731
Project Name	<b>AI based discourse for Banking Industry</b>

- Chatbots in banking are primarily used to improve the client experience. However, they also assist the personnel and avert uncomfortable circumstances that can happen when dealing with clients directly.
- The main goals of banking chatbots are to give consumers rapid service and increase the bank's and its staff' operational effectiveness. Additionally, conversational AI in banking helps staff members divide their workload.
- Businesses can interact personally with customers with chatbots without incurring the cost of hiring human agents. For instance, many of the concerns or queries raised by customers have been typical and simple to resolve. Because of this, businesses produce FAQs and how-to manuals.
- The potential for customer involvement with banking chatbots is enormous. It provides 24/7 customer care, and banks can greatly benefit from conversational AI to boost customer engagement, improve the customer experience, and increase retention