

Project Objectives

Date	15 November 2022
Team ID	PNT2022TMID43737
Project Name	AI-based discourse for Banking Industry

- Chatbots in banking is 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 core purpose of banking chatbots is to provide customers with prompt service and improve the bank's and its employees' operational efficiency. Besides, Conversational AI in banking also assists the staff to distribute their workload.
- Chatbots allow businesses to connect with customers in a personal way without the expense of human representatives. For example, many of the questions or issues customers have been common and easily answered. That's why companies create FAQs and troubleshooting guides.
- Banking chatbots have huge potential in customer engagement. It gives customers 24/7 access to support and banks can use Conversational AI to improve customer engagement to enhance the experience and retention.