LITERATURE SURVEY

Date	2 NOVEMBER 2022
Team ID	PNT2022TMID43835
Project Name	AI Based Discourse for Banking Industry
Maximum Marks	4 Marks

Paper1

Authors:

Vinod Kumar Shukla, Sasha Fathima Suhel, Sonali Vyas, Ved Prakash Mishra

Year: 2020

Title:

Conversation to Automation in Banking Through Chatbot Using Artificial Machine Intelligence Language **Methodology:**

This paper examines some of the latest AI patterns and activities. SystemChatbots are made. In the banking industry, the introduction of Artificial Intelligence has driven chatbots and changed the face of the interaction between bank and customers.

Advantage:

Artificial Intelligence involves creating machines that are capable of simulating knowledge. It also explores the existing usability of chatbot to assess whether it can fulfil customers ever-changing needs.

Disadvantage:

The dialogue capability can be limited to very a very specific set or format of questions that are established by the chatbot development team.

Paper2

Authors:

Dr.Anil B Malali, Dr.S.Gopalakrishnan

Year:2020

Title:

Application of Artificial Intelligence and Its Powered Technologies in the Indian Banking and Financial Industry **Methodology:**

Examine the dynamics of AI ecosystems in the banking and financial

industry and how it is fast becoming a most important disrupter by looking at some of the critical unsolved problems in this area of business

Advantage:

AI will empower banking organizations to completely redefine how they operate, establish innovative products and services, and most importantly impact customer experience interventions.

Disadvantage: AI and ML are replacing the human analysts in business activities since human selection involves high cost.

Paper3
Authors:

Yomna Abdulla, Rabab Ebrahim, Sumathi Kumaraswamy

Year: 2020

Title:

Artificial Intelligence in Banking sector: Evidence from Bahrain

Methodology:

Artificial intelligence applications and robotic process automation for chatbots are discussed. Findings highlight that a high priority is given to the digital transformation journey in banks, which suggests that further development and implantation of technology in banks will be seen in the near future.

Advantage:

AI can be best described as the computerized processes that employ knowledge, reasoning, and communication that aids smart decision making by chatbots in banks.

Disadvantage:

Banking sector faces significant challenges relating to security, risk management and inefficiency that decrease the overall performance of banks.

Paper4
Authors:

Shashank Bairy, Rashmi R

Year: 2021

Title:

Conversation to Automation in Banking Through Chatbot Using Artificial Machine Intelligence Language

Methodology:

Chatbot is a software application that listens to a user's query in natural language and responds accordingly. There is rapid adoption of the latest technologies in banking and chatbots are one of them. Answering customer queries and assisting customers with banking transactions are some of the ways in which it is making an impact on the industry.

Advantage:

Net banking websites are complex and involve navigating through a lot of pages to find the information that users need. Bank staff undergo a lot of stressful situations when communicating with clients directly. Such situations can be avoided gracefully by using chatbots with AI.

Disadvantage:

Chatbots cannot hold the conversation which means it cannot answer multiple question at the same time.

Paper5

Authors:

Tebaga Lucky Mamela, Nita Sukdeo, Sambil Char les Mukwakungu

Year: 2020

Title:

Adapting to Artificial Intelligence through Workforce Re-skilling within the Banking Sector in South Africa **Methodology:**

This research paper intends to inspire the banking sector to re-skill the banking Institution's workforces in South Africa to adapt to the Artificial Intelligence technologies.

Advantage:

Re-skilling the banking workforce to cooperate and collaborate effectively with Artificial Intelligence will enable not only efficiency but futuristic innovation and continuous growth.

Disadvantage:

Although AI is creating millions of new jobs, the banking institutions does the substitution of workforces with intelligent robots that could increase the inequality among the highly skilled workforce.