

# **AI BASED DISCOURSE FOR BANKING INDUSTRY**

**A PROJECT REPORT**

*Submitted by*

**SAKTHIVEL A**

**PUSHPARAJ D**

**SOHAILAHMED M**

**DHARUN B R**

**TEAM ID:PNT2022TMID12183**



**K.S.R COLLEGE OF ENGINEERING**  
(Autonomous)  
**TIRUCHENGODE - 637 215**



**ANNA UNIVERSITY: CHENNAI 600 025**

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# **INTRODUCTION**

## **PROJECT OVERVIEW**

The Internet Banking Industry has seen tremendous growth in recent years mainly due to the massive advancement in technology. The thing with the internet is that everyone connected to it can access almost anything around the world. The involvement of the internet in the banking sector has made it more viable and user friendly than ever before. Customers of any bank could access their account details and the transactions across the world with ease and can work with ease around any branches. So, an enhanced and smarter way of interaction with the customers has to be built to ensure efficient delivery of service. In order to overcome the user satisfaction issues associated with banking services, a chatbot will provide personal and efficient communication between the user and the bank. It is built to be the overall virtual assistant that can facilitate customers to ask banking- related questions without visiting the bank or calling up customer service centres as well as providing them with relevant suggestions.

## **PURPOSE**

The main purpose of the chatbot is to provide the customers with all the information possible regarding any banking queries. It is built to be the overall virtual assistant that can facilitate customers to ask banking- related questions without visiting the bank or calling up customer service centres as well as providing them with relevant suggestions. Hence it essentially tries to eliminate the purpose of visiting a banking for basic queries and procedures.

# **LITERATURE SURVEY**

## **EXISTING PROBLEM**

- This paper [1] presents the use of the RASA framework for building smart context-remembering chatbots, it also describes how Rasa NLU works and how its performance is elevated by using intent recognition and entity extraction. It also compares the accuracies of entity extraction using Rasa NLU and a NN, results show Rasa NLU performs better to extract entities when whole sentences are provided as compared to neural networks which require segmented inputs. This paper discusses Rasa by implementing a chatbot related to the finance domain, using which the users can inquire about stock-related information.
- RASA NLU can introduce a vital component in intelligent chatbot systems. We can compose the system to extract the entity after intent recognition. This can be further improved for complicated sentences and more entities.
- This paper [2] briefly discusses advancements in the field of AI and how this has led to major shifts in some organizations about how they operate. It further mentions how the banking industry has moved to use chatbots for providing an interface to customers so that they can have an assistant throughout the day for service. This paper also gauges the ability of current chatbots to provide all the services that a user needs.
- It includes several strategies for managing dialogue in the banking and finance industry based on ontology. Although further use of AI can make the chatbot not only respond to questions but also self-learning to improve itself in more stages, improving user service quality and also reducing human load.

## **PROPOSED SOLUTION**

- The solution to the problem is Artificial intelligence in the banking sector makes banks efficient, trustworthy, helpful, and more understanding. It is strengthening the competitive edge of modern banks in this digital era. The growing impact of AI in banking sector minimizes operational costs improves customer support and process automation.
- Nearly 40% to 50% of financial and banking service providers are using AI in their processes to harness the power of next-generation AI capabilities. The companies believe that AI is the future of banking sector which can perform a range of banking operations in faster, easier, and more secure ways.
- AI banking Chatbots help customers in many ways. AI-based chatbot service for financial industry is one of the significant use cases of AI in banking sector. AI chatbots in banking are modernizing the way how businesses provide services to their customers

- AI chatbots in the banking industry can assist customers 24\*7 and give accurate responses to their queries. These chatbots provide a personalized experience to users.
- AI chatbots in banking is providing a better customer experience.
- Hence, AI chatbots for banking and finance operations let banks attract customer attention, optimize service quality, and expand the brand mark in the market.

## **THEORETICAL ANALYSIS**

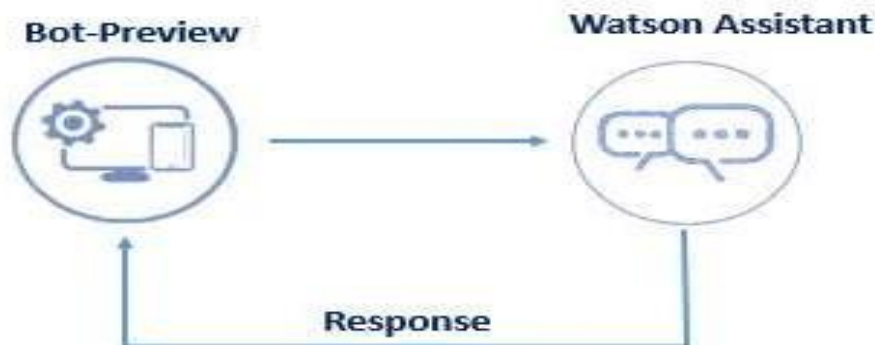
Services Used:

- IBM Watson Assistant

**Watson Assistant**



Block diagram:



## **HARDWARE / SOFTWARE DESIGNING**

To complete this project, you should have the following software and packages.

Softwares:

- Visual studio code
- IBM Watson studio

Packages:

- Flask

## **FLOWCHART**

**To accomplish the above task, you must complete the below activities and tasks:**

1. Create IBM Services.
2. Creating skills & Assistant for Chatbot.
3. Creating Savings account action.
4. Creating Current account action.
5. Creating Loan account action.
6. Creating a general query action.
7. Creating a Net banking action.
8. Create HTML web page.
9. Integrate the Watson Chatbot with web page.

**Advantages:**

- Round-the-clock service.
- Brand Consistency.
- Increased Productivity.
- Reduced Staffing Needs.
- Consistent Response Rate and Availability.
- Helps with Fraud Prevention.
- Chats can be saved.
- Lower costs.

**Disadvantages:**

- Questions must be programmed beforehand.
- Impersonal
- Must keep information up-to-date.
- Technology issues.
- Needs additional measures to protect identities.

**Applications:**

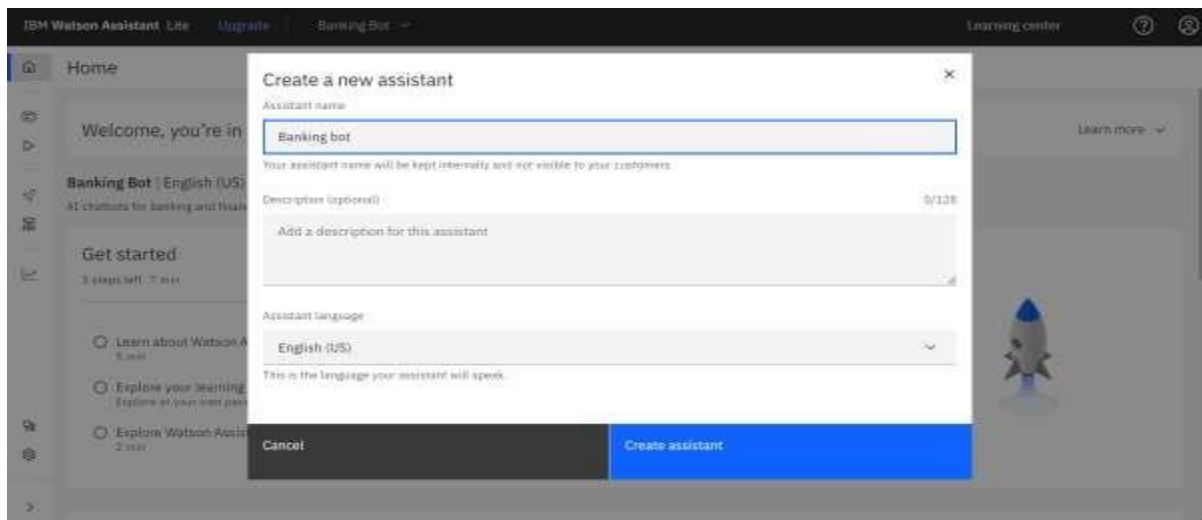
- Banking chatbots have all the data to predict the spending habits of customers and help them keep their finances on track.

## APPENDIX

### Create IBM Service

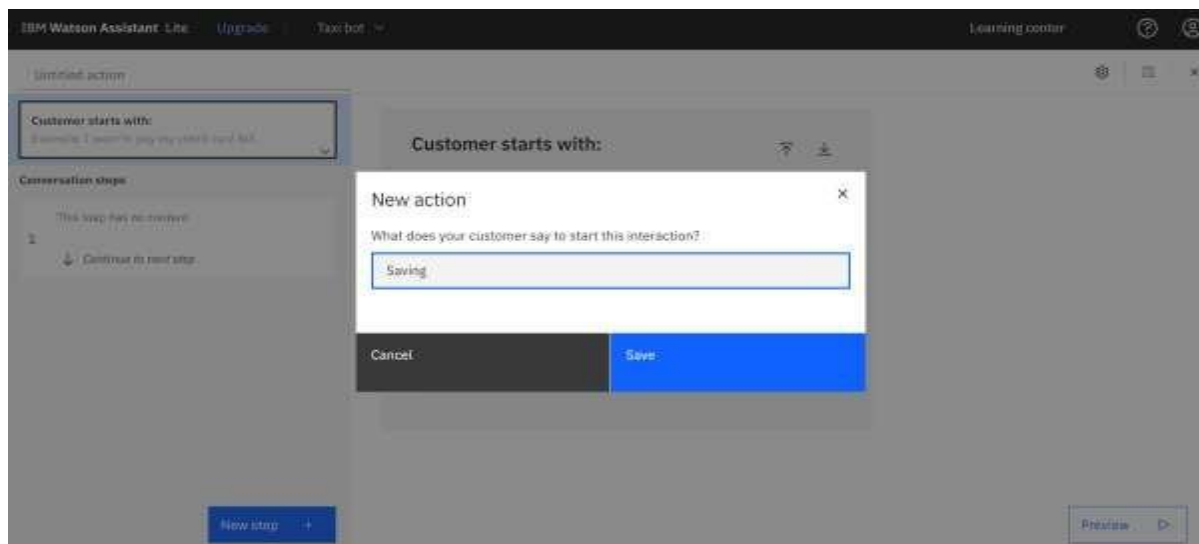
In this activity, you will be creating the Necessary IBM service. The following are the services that you have to create.

- Watson Assistant

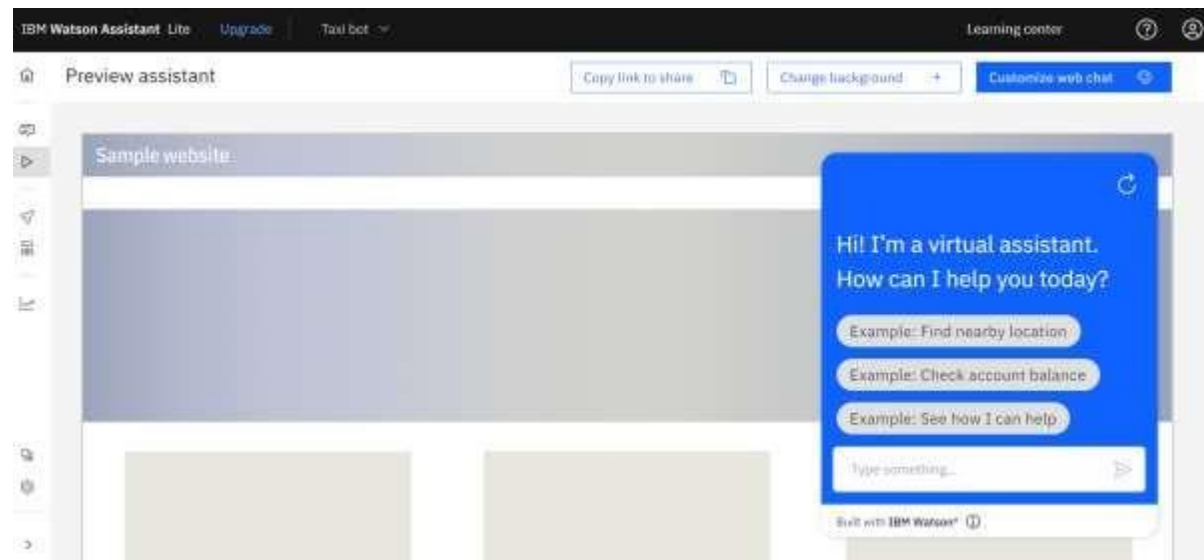
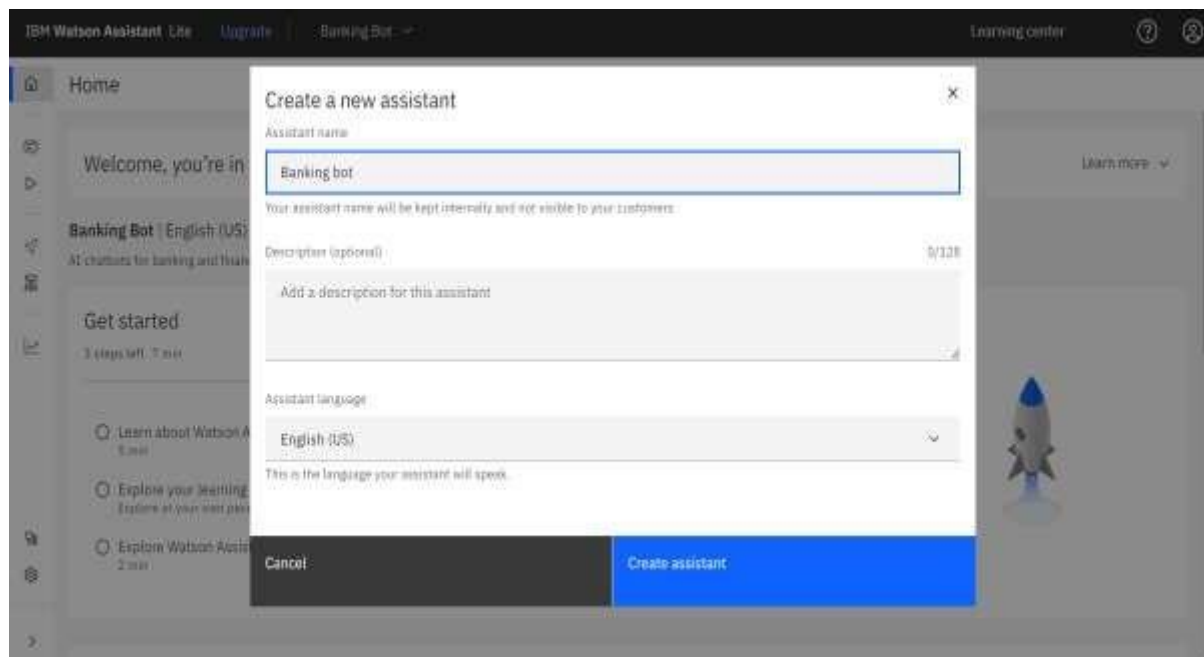


### Creating Skills & Assistant For Chatbot

Skills are nothing but actions and steps. Steps are the subset of actions where conversations are built and Assistant is used to integrate skills.

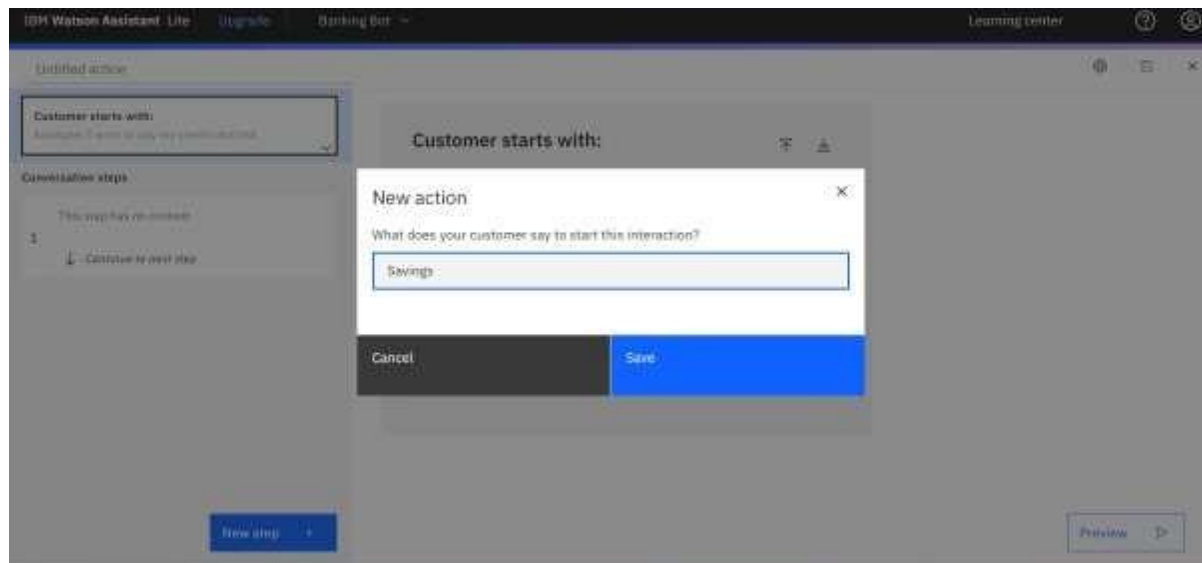


A default template chatbot is created. Need to add actions.

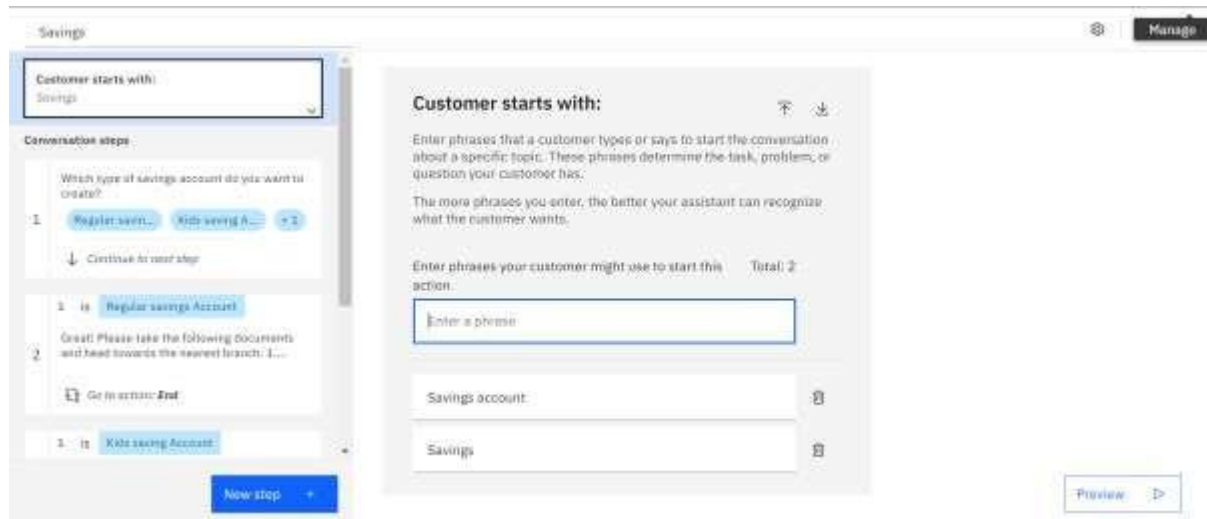


## Creating Saving Account Action

Create a saving account in IBM Watson. Create new **Action** Saving.



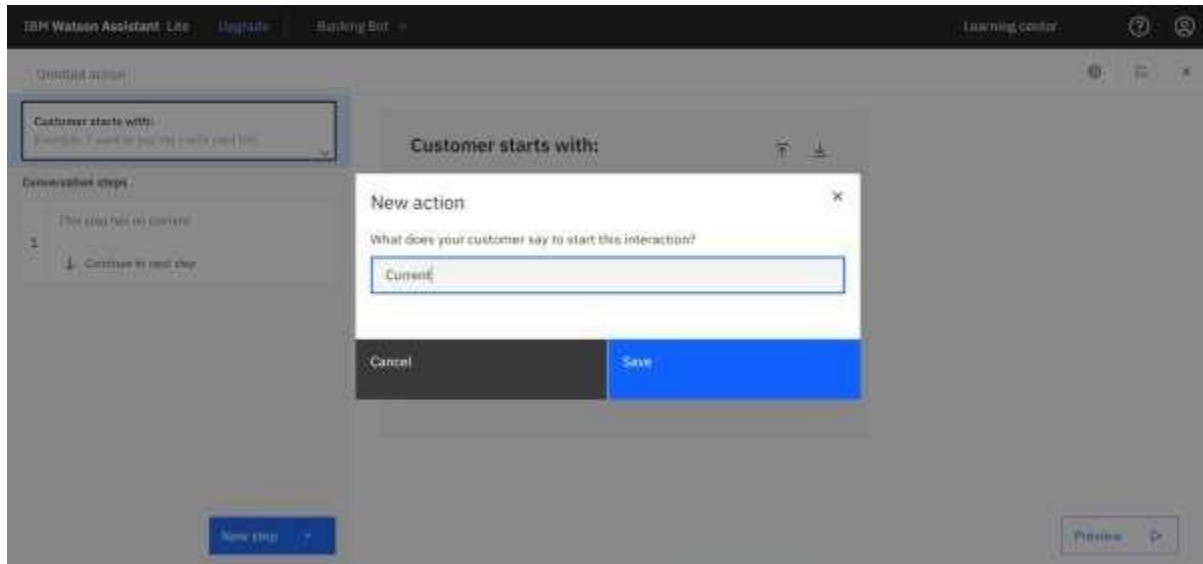
Add steps in savings action.



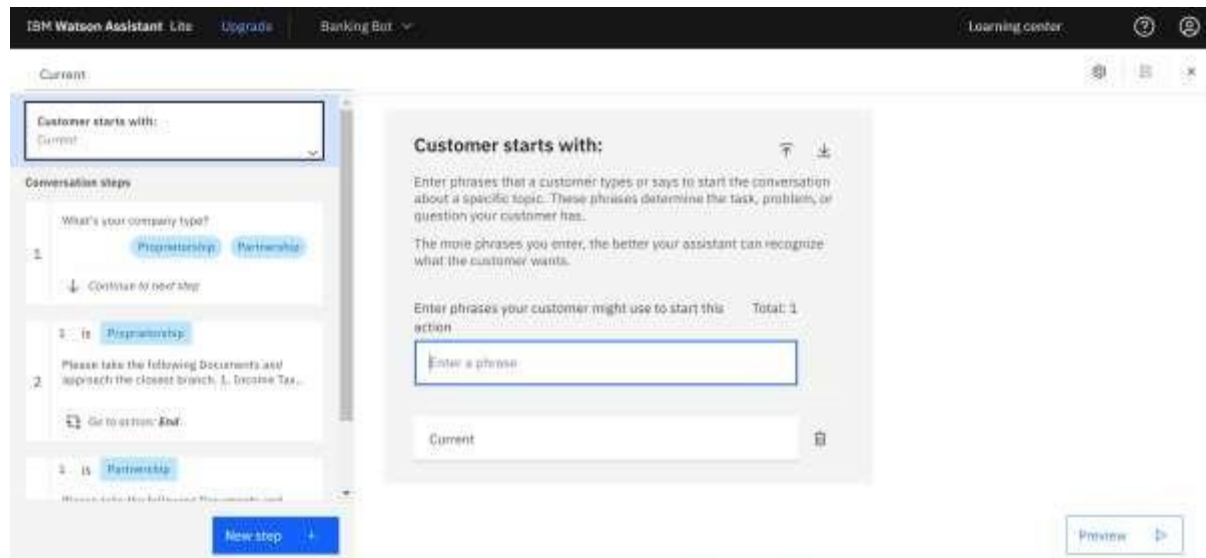


## Creating Current Account Action

Create a new **Action** Current for the current account action.

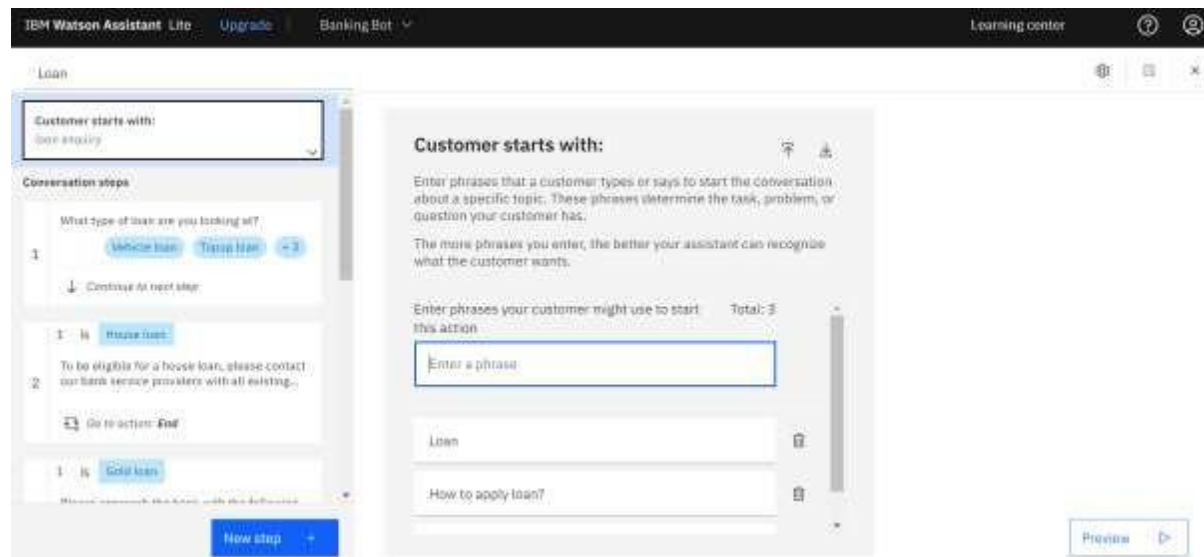


Add steps in current action.



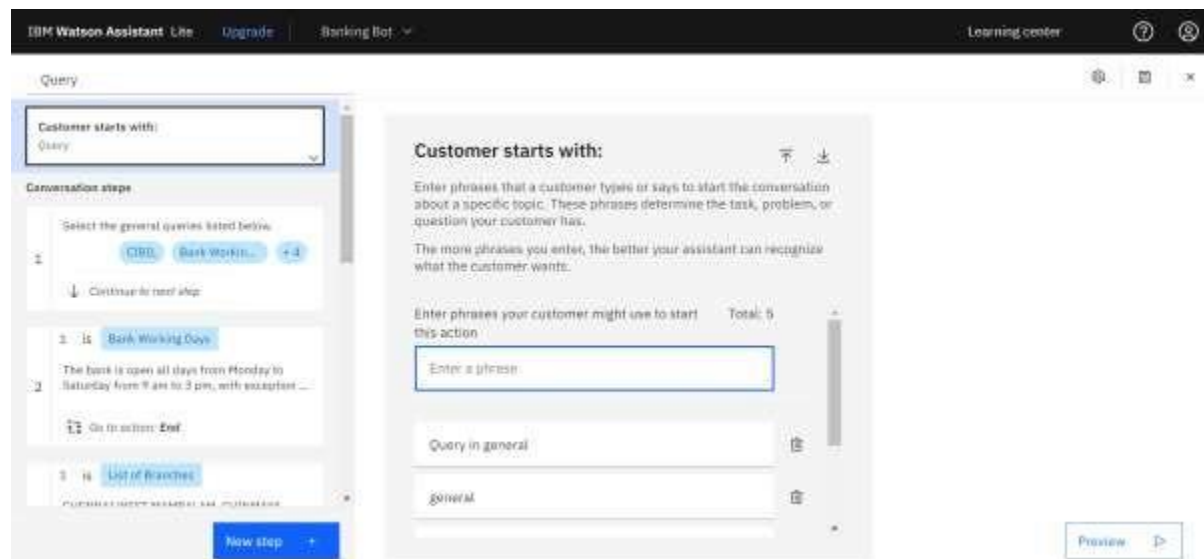
## Creating Loan Account Action

Loan action is created with the necessary steps.



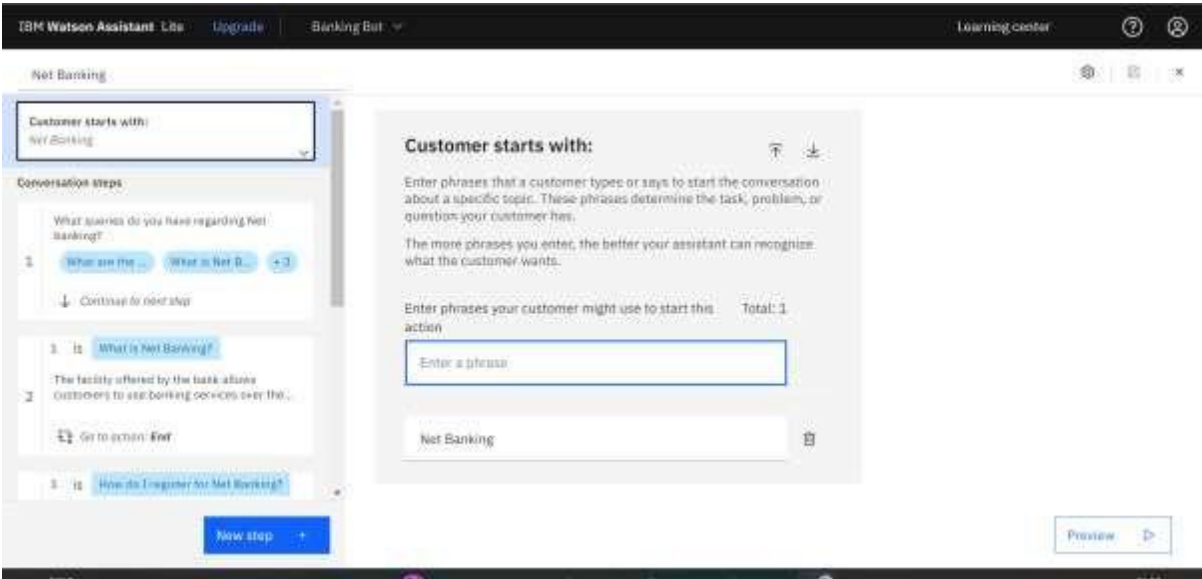
## Creating General Query Action

General query action is created with the necessary steps.



# Creating Net Banking Action

Net banking action is created with the necessary steps.



In addition to this greeting, end greeting ,index and end actions are also created.

Name	Last edited	Status	
Current	2 days ago	✓	⋮
Index	2 days ago	✓	⋮
Register	3 days ago	✓	⋮
Greeting	2 days ago	✓	⋮
End Greeting	2 days ago	✓	⋮

Name	Last edited	Status
Net Banking	3 minutes ago	✓
End	2 days ago	✓
Loan	2 days ago	✓
Query	a few seconds ago	✓
Savings	16 minutes ago	✓
Current	2 days ago	✓

Items per page: 50 Showing 1-10 of 10 actions 1 1 of 1 pages

## Creating Assistant & Integrate With Flask Web Page

You will be creating a banking bot in this activity that has the following capabilities

1. The Bot should be able to guide a customer to create a bank account.
2. The Bot should be able to answer loan queries.
3. The Bot should be able to answer general banking queries.
4. The Bot should be able to answer queries regarding net banking.
5. With the help of this bot, you can get all the required details related to banking.

**Let us build our flask application which will be running in our local browser with a user interface.**

In the flask application, users will interact with the chatbot, and based on the user queries they will get the outcomes.

### Build Python Code

#### 1: Importing Libraries

The first step is usually importing the libraries that will be needed in the program.

```
from flask import Flask, render_template
```

Importing the flask module into the project is mandatory. An object of the Flask class is our WSGI application. Flask constructor takes the name of the current module (`__name__`).

#### 2: Creating our flask application and loading

```
app = Flask(__name__)
```

### 3: Routing to the Html Page

Here, the declared constructor is used to route to the HTML page created earlier.

The '/' route is bound with the bot function. Hence, when the home page of a web server is opened in the browser, the HTML page will be rendered.

```
@app.route('/')
def bot():
    return render_template('chatbot.html')
```

### Main Function

This is used to run the application in localhost.

```
if __name__ == '__main__':
    app.run()
```

### Build HTML Code

- We use HTML to create the front-end part of the web page.
- Here, we have created 1 HTML page-Chatbot.html
- Chatbot.html displays the home page which integrates with Watson Assistant.
- A simple HTML page is created. Auto-generated source code from IBM Watson Assistants is copied and pasted inside the body tag

### Run The Application

- Open the anaconda prompt from the start menu.
- Navigate to the folder where your app.py resides.
- Now type the “python app.py” command.
- It will show the local host where your app is running on <http://127.0.0.1:5000/>
- Copy that localhost URL and open that URL in the browser. It does navigate me to where you can view your web page.

## Source Code

### Chatbot.html:

```
<!DOCTYPE html>
<html lang="en">
<head>
<title>AI BASED DISCOURSE FOR BANKING INDUSTRY</title>
<link rel="stylesheet" href="{ { url_for('static', filename='style.css') } }">
</head>
<body>

<div class="main">
<div class="navbar">
<div class="icon">
<h2 class="logo">BankingBot</h2>
</div>

<div class="menu">
<ul>
<li><a href="#">HOME</a></li>
<li><a href="#">ACCOUNTS</a></li>
<li><a href="#">SERVICE</a></li>
<li><a href="#">CONTACT</a></li>
<li><a href="#">ABOUT</a></li>
</ul>
</div>

<div class="search">
<input class="srch" type="search" name="" placeholder="Type To text">
<a href="#"> <button class="btn">Search</button></a>
</div>

</div>
<div class="content">
<h1>AI Based Discourse for <br><span>Banking</span> <br>Industry</h1>
<p class="par">- Project Nalaiya Thiran 2022 <br> TEAM ID: PNT2022TMID39554 <br> TEAM
MEMBERS:<br> <B>   SAKTHIVEL V<br>   PUSHPARAJ D<br>   SOHAIL AHMED M<br>   DHARUN B
R</B></p>

<button class="cn"><a href="#">JOIN US</a></button>

<div class="form">
<h2>Login Here</h2>
<input type="email" name="email" placeholder="Enter Email Here">
<input type="password" name="" placeholder="Enter Password Here">
<button class="bttn"><a href="#">Login</a></button>

<p class="link">Don't have an account<br>
<a href="#">Sign up </a> here</a></p>
<p class="liw">Log in with</p>
```

```

<div class="icons">
<a href="#"><ion-icon name="logo-facebook"></ion-icon></a>
<a href="#"><ion-icon name="logo-instagram"></ion-icon></a>
<a href="#"><ion-icon name="logo-twitter"></ion-icon></a>
<a href="#"><ion-icon name="logo-google"></ion-icon></a>
<a href="#"><ion-icon name="logo-skype"></ion-icon></a>
</div>

</div>
</div>
</div>
</div>
</div>
<script src="https://unpkg.com/ionicons@5.4.0/dist/ionicons.js"></script>
<script>
window.watsonAssistantChatOptions = {
integrationID: "ee5f1f2d-b3b8-46e1-8bae-7b717fca68e4", // The ID of this integration.
region: "us-south", // The region your integration is hosted in.
serviceInstanceID: "bcc8994a-87d9-419c-9749-73689e7b11ef", // The ID of your service instance.
onLoad: function(instance) { instance.render(); }
};
setTimeout(function(){
const t=document.createElement('script');
t.src="https://web-chat.global.assistant.watson.appdomain.cloud/versions/" +
(window.watsonAssistantChatOptions.clientVersion || 'latest') + "/WatsonAssistantChatEntry.js";
document.head.appendChild(t);
});
</script>
</body>
</html>

```

### Style.css:

```

*{
margin: 0;
padding: 0;
}

.main{
width: 100%;
background: linear-gradient(to top, rgba(0,0,0,0.5)50%,rgba(0,0,0,0.5)50);
background-position: center;
background-size: contain;
height: 100vh;
filter: brightness(1.5);

```

```
}

.navbar{
  width: 1200px;
  height: 75px;
  margin: auto;
}

.icon{
  width: 200px;
  float: left;
  height: 70px;
}

.logo{
  color: #fff;
  font-size: 35px;
  font-family: Arial;
  padding-left: 20px;
  float: left;
  padding-top: 10px;
  margin-top: 5px
}

.menu{
  width: 400px;
  float: left;
  height: 70px;
}

ul{
  float: left;
  display: flex;
  justify-content: center;
  align-items: center;
}

ul li{
  list-style: none;
  margin-left: 62px;
  margin-top: 27px;
  font-size: 14px;
}

ul li a{
  text-decoration: none;
  color: #fff;
  font-family: Arial;
  font-weight: bold;
  transition: 0.4s ease-in-out;
}
```



```
ul li a:hover{  
    color: #ff7200;  
}
```

```
.search{  
    width: 330px;  
    float: left;  
    margin-left: 270px;  
}
```

```
.srch{  
    font-family: 'Times New Roman';  
    width: 200px;  
    height: 40px;  
    background: transparent;  
    border: 1px solid #ff7200;  
    margin-top: 13px;  
    color: #fff;  
    border-right: none;  
    font-size: 16px;  
    float: left;  
    padding: 10px;  
    border-bottom-left-radius: 5px;  
    border-top-left-radius: 5px;  
}
```

```
.btn{  
    width: 100px;  
    height: 40px;  
    background: #ff7200;  
    border: 2px solid #ff7200;  
    margin-top: 13px;  
    color: #fff;  
    font-size: 15px;  
    border-bottom-right-radius: 5px;  
    border-bottom-right-radius: 5px;  
    transition: 0.2s ease;  
    cursor: pointer;  
}
```

```
.btn:hover{  
    color: #000;  
}
```

```
.btn:focus{  
    outline: none;  
}
```

```
.srch:focus{  
    outline: none;  
}
```

```
.content{
  width: 1200px;
  height: auto;
  margin: auto;
  color: #fff;
  position: relative;
}

.content .par{
  padding-left: 20px;
  padding-bottom: 25px;
  font-family: Arial;
  letter-spacing: 1.2px;
  line-height: 30px;
}

.content h1{
  font-family: 'Times New Roman';
  font-size: 50px;
  padding-left: 20px;
  margin-top: 9%;
  letter-spacing: 2px;
}

.content .cn{
  width: 160px;
  height: 40px;
  background: #ff7200;
  border: none;
  margin-bottom: 10px;
  margin-left: 20px;
  font-size: 18px;
  border-radius: 10px;
  cursor: pointer;
  transition: .4s ease;
}

.content .cn a{
  text-decoration: none;
  color: #000;
  transition: .3s ease;
}

.cn:hover{
  background-color: #fff;
}

.content span{
  color: #ff7200;
  font-size: 65px
}
```

```
.form{
  width: 250px;
  height: 380px;
  background: linear-gradient(to top, rgba(0,0,0,0.8)50%,rgba(0,0,0,0.8)50%);
  position: absolute;
  top: -20px;
  left: 870px;
  transform: translate(0%,-5%);
  border-radius: 10px;
  padding: 25px;
}
```

```
.form h2{
  width: 220px;
  font-family: sans-serif;
  text-align: center;
  color: #ff7200;
  font-size: 22px;
  background-color: #fff;
  border-radius: 10px;
  margin: 2px;
  padding: 8px;
}
```

```
.form input{
  width: 240px;
  height: 35px;
  background: transparent;
  border-bottom: 1px solid #ff7200;
  border-top: none;
  border-right: none;
  border-left: none;
  color: #fff;
  font-size: 15px;
  letter-spacing: 1px;
  margin-top: 30px;
  font-family: sans-serif;
}
```

```
.form input:focus{
  outline: none;
}
```

```
::placeholder{
  color: #fff;
  font-family: Arial;
}
```

```
.btnn{
  width: 240px;
  height: 40px;
  background: #ff7200;
```

```

border: none;
margin-top: 30px;
font-size: 18px;
border-radius: 10px;
cursor: pointer;
color: #fff;
transition: 0.4s ease;
}
.btnn:hover{
background: #fff;
color: #ff7200;
}
.btnn a{
text-decoration: none;
color: #000;
font-weight: bold;
}
.form .link{
font-family: Arial, Helvetica, sans-serif;
font-size: 17px;
padding-top: 20px;
text-align: center;
}
.form .link a{
text-decoration: none;
color: #ff7200;
}
.liw{
padding-top: 15px;
padding-bottom: 10px;
text-align: center;
}
.icons a{
text-decoration: none;
color: #fff;
}
.icons ion-icon{
color: #fff;
font-size: 30px;
padding-left: 14px;
padding-top: 5px;
transition: 0.3s ease;
}
.icons ion-icon:hover{
color: #ff7200;
}

```

App.py:

```

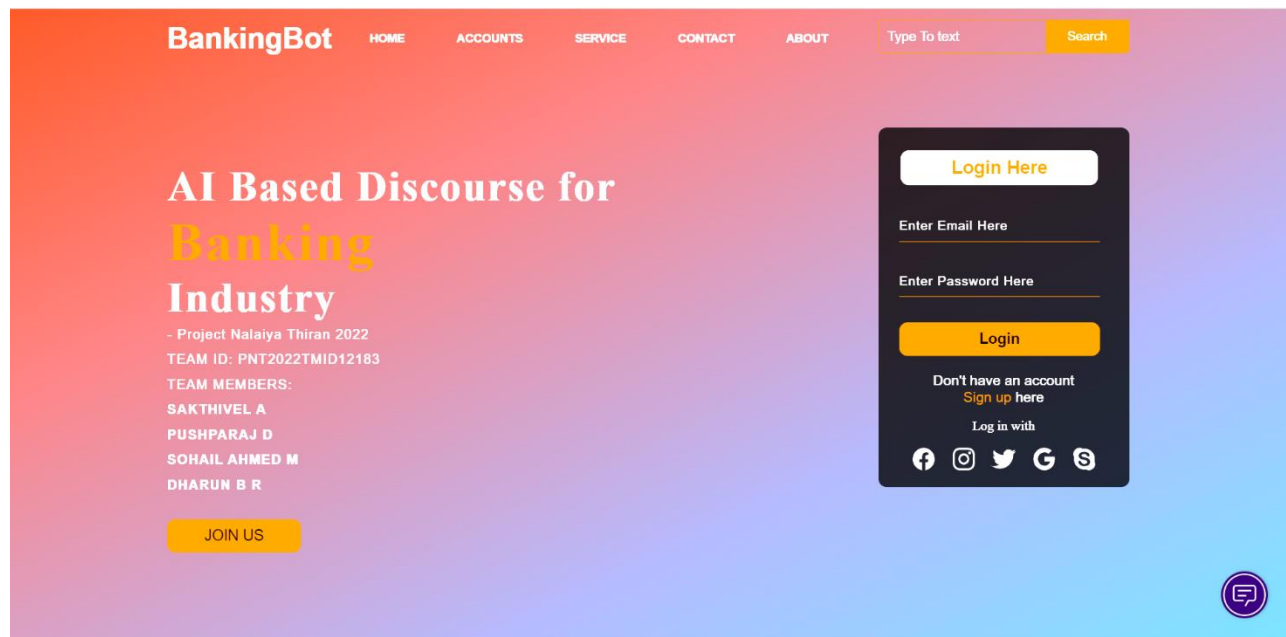
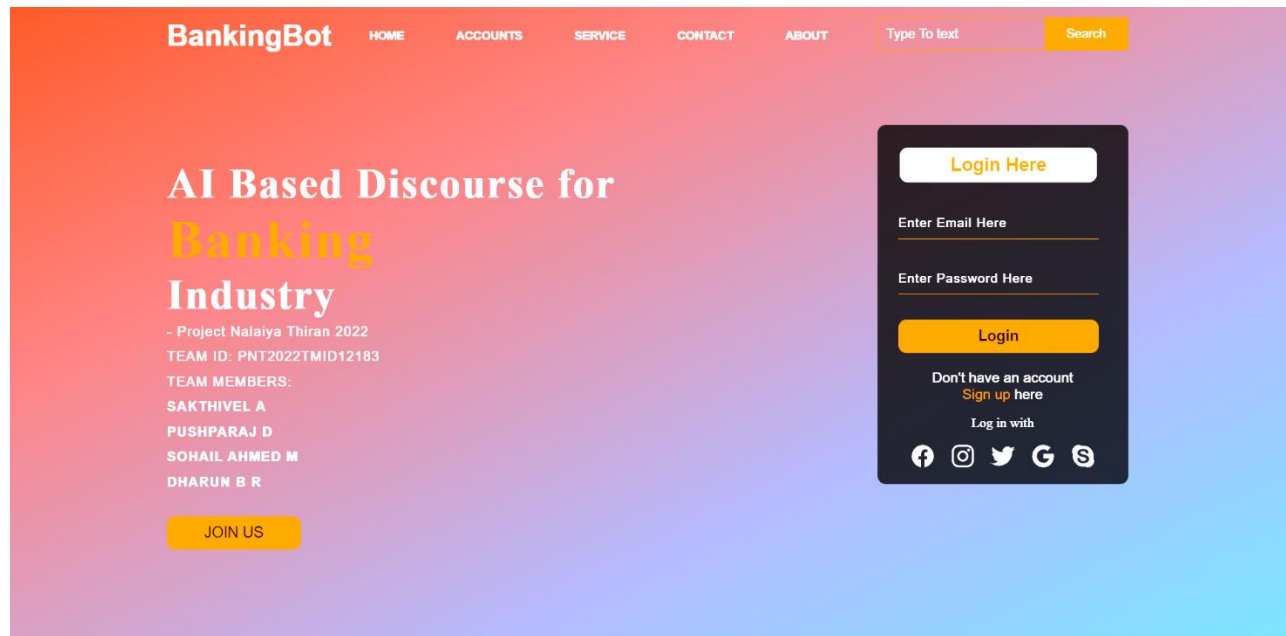
from flask
import Flask,

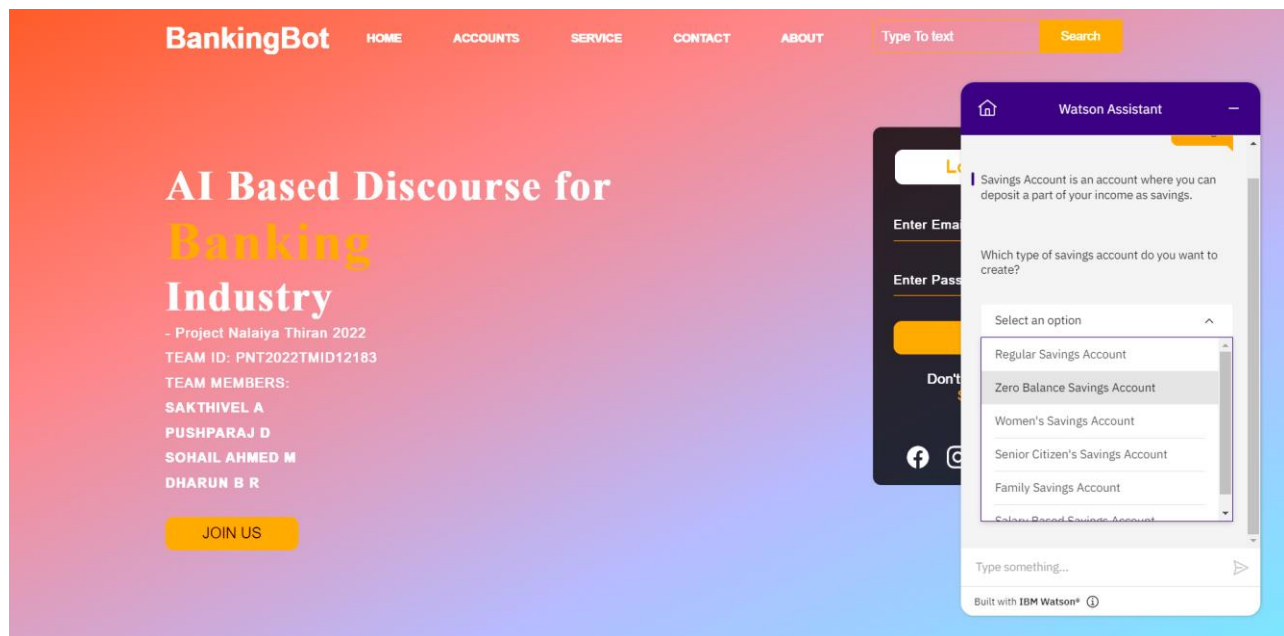
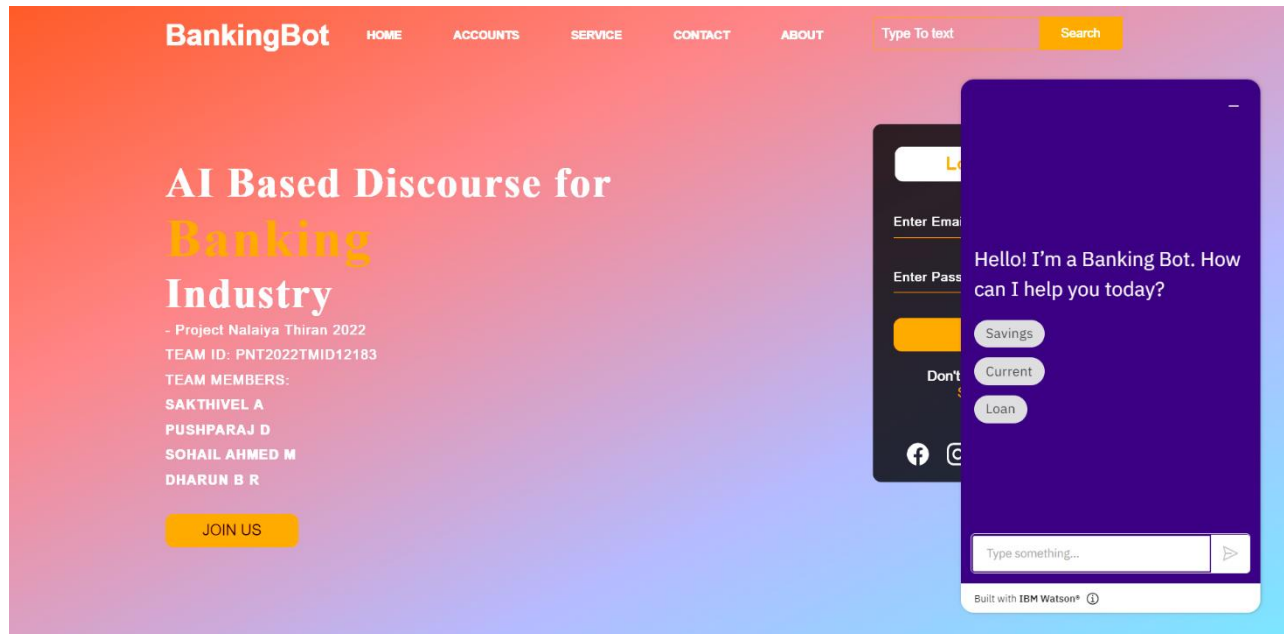
```

render\_template

```
app = Flask(__name__)
@app.route('/')
def bot():
    return render_template('chatbot.html')
if __name__ == '__main__':
    app.run()
```

## OUTPUT:







Watson Assistant



Savings Account is an account where you can deposit a part of your income as savings.

Which type of savings account do you want to create?

Senior Citizen's Savings Account



Senior Citizen's Savings Account

- **Senior Citizens' Savings Account**  
Provided solely for senior citizens' requirements, this type of Savings Account usually comes with health and investment related benefits. Further, account holders get insurance benefits and preferential rates on fixed deposits.

Type something...



Built with IBM Watson® ⓘ

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