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| <p>3. TRIGGERS</p> <p>The average customer sees the chatbot as a popup, a reminder that it will solve all your banking queries. They remember asking the chatbots out of curiosity all kinds of questions that — as expected — couldn't be answered because the technology wasn't quite there yet. But all hope isn't lost either. The technology is there, and it's only getting better.</p> | <p>10. YOUR SOLUTION</p> <ul style="list-style-type: none"> • 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 the banking sector minimizes operational costs and improves customer support and process automation. • AI chatbots in the banking industry can assist customers 24*7. • Give accurate responses to their queries. • These chatbots provide a personalized experience to users. • AI chatbots in banking is providing a better customer experience | <p>8. CHANNELS of BEHAVIOUR CH</p> <p>8.1 ONLINE</p> <ul style="list-style-type: none"> • Banking chatbots help customers complete banking transactions with ease using voice or text. Chatbots are useful to banks because they can reduce operational costs, as well as improve customer satisfaction by streamlining interactions. <p>8.2 OFFLINE</p> <ul style="list-style-type: none"> • Customers can directly visit the bank and solve their problems directly |
| <p>4. EMOTIONS: BEFORE / AFTER</p> <ul style="list-style-type: none"> • Customers are insecure about their information. • Customers feel lost when they have delays in response. | | |

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EM**

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