

LITERATURE SURVEY

Abirami Rathina 2019115006
Sreeharini.E.R 2019115102
Srividhya V 2019115106
Varshaa KS 2019115116

LITERATURE SURVEY

S.NO	TITLE OF THE PAPER	YEAR	METHODOLOGIES
1.	Application of artificial intelligence for successful strategy implementation in india's banking sector	November 2019	Natural language processing (NLP), ML
2.	Application of artificial intelligence in banking: a study based on SBI-SIA Virtual Assistant	2020	AI, ML

LITERATURE SURVEY

S.NO	TITLE OF THE PAPER	YEAR	METHODOLOGIES
3.	Chatbot response mining using sentiment analysis	January 2020	Chatbot, NLP,ML
4.	Survey on intelligent chatbots: state-of-the-art and future research directions	January 2020	Complex, Intelligent, and Software Intensive Systems

LITERATURE SURVEY

S.NO	TITLE OF THE PAPER	YEAR	METHODOLOGIES
5.	A STUDY ON ARTIFICIAL INTELLIGENCE (AI) IN BANKING AND FINANCIAL SERVICES	September 2021	Chatbot,AI,Voice Assistant
6.	THE INFLUENCE OF ARTIFICIAL INTELLIGENCE ON THE BANKING INDUSTRY & HOW AI IS CHANGING THE FACE OF MODERN DAY BANKS	June 2020	AI,Chatbot