Thank you Ramisha Rani Mam for giving a nice application.

AI supported Banking application:

Step: 1) Hello, Good Morning. Welcome to Axis Bank, Smile Big ☺

Step: 2) Kindly enter your account number

Step: 3) Based on data fetched, identify the gender, elite or regular customer and keep other things handy

Step: 4) Hello Sir, what kind of service you are looking now

1. Cash Deposit
2. Account statement
3. Net Banking
4. Open new account for self/others
5. Age>18, convert minor to master card
6. Update details in the account- change in address, any others
7. ATM card
8. Like the above, we can add as much as possible
9. Contact Branch Manager for other queries

Step: 5) User presses 4

1. Open net banking for you
2. Already having net banking, not able to login due to forget username or password

Step: 6) User presses 1

Hello Sir, for opening net banking, Kindly go to counter-2 and collect the form, fill the requested details and submit to the person in Room-3

Step: 7) Is your query resolved? {Yes/No}

Step: 8) Response in Step: 7- Yes, Thanks for approaching us. Collect feedback & Thank you Madam, Have a great day!

Step: 9) Response in Step: 7- No, Would you like to repeat?

Step: 10) Response in Step: 9- Yes, Go to Step: 4 and repeat the process

Step: 11) Response in Step: 9- No, Sorry Sir for not resolving your query. Kindly contact Branch Manager for clarifications. Collect feedback & Have a nice day!

This is automated one. AI plays a picture in below ways:

1. It will maintain a history of queries and update the order of service in Step: 4, starting from most asked questions to least asked questions.
2. If many people are telling that queries are not resolved and approaching Branch Manager, preparing dataset and feed them in our service at Step: 4
3. Checking the accuracy of our AI model & improving the model as per bank requirement.