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### Com423 Assignment

Question:

Pick one area of choice of Expert system and think what new area can Expert system solve

Expert systems in banking are specialized AI applications designed to simulate the decision-making ability of a human expert. These systems use knowledge-based techniques to provide solutions, advice, or recommendations in various banking operations.

1. Credit Scoring and Loan Approval: Expert systems analyze an applicant's credit history, income, employment status, and other relevant factors to assess their creditworthiness and decide whether to approve a loan. They can provide consistent and objective evaluations, reducing the risk of human error or bias.
2. Fraud Detection: By analyzing transaction patterns and customer behavior, expert systems can identify potentially fraudulent activities. These systems can flag unusual transactions for further investigation, helping banks prevent and mitigate fraud.
3. Investment Advice: Expert systems can analyze market trends, economic indicators, and individual investment portfolios to provide personalized investment recommendations. These systems can help customers make informed decisions about their investments.
4. Customer Support: Expert systems can assist in providing customer support by answering queries, resolving issues, and guiding customers through various banking procedures. They can be integrated into chatbots or automated phone systems to provide 24/7 assistance.
5. Risk Management: Expert systems help banks identify, assess, and manage various risks,

such as credit risk, market risk, and operational risk. They use historical data and predictive analytics to forecast potential risks and suggest mitigation strategies.

6. Regulatory Compliance\*: These systems ensure that banking operations comply with regulatory requirements. They can monitor transactions and processes to identify non-compliance issues and suggest corrective actions.

7. Loan Portfolio Management: Expert systems can assist in managing loan portfolios by monitoring loan performance, predicting defaults, and recommending actions to optimize the portfolio's overall health.

8. Financial Planning: Expert systems can help customers with financial planning by analyzing their income, expenses, savings, and financial goals to create tailored financial plans.