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**ABSTRACT**

This project is having a chatbot which will act as a assistant for the user. Chat bots are intelligent systems that understand user’s natural language queries and respond accordingly in a conversation, which is the focus of this study. It is more like a virtual assistant, people feel like they are talking with real person. They speak the same language we do, can answer questions. In banks, at customer care centres and enquiry desks, human is insufficient and usually takes long time to process the single request which results in wastage of time and also reduce quality of customer service. The primary goal of this chat bot is, customer can interact with mentioning their queries in plain English and the chat bot can resolve their queries with appropriate response in return. The proposed system would help replicate the customer service experience with one difference that the customer would be interacting with a bot instead of a real person and yet get the queries attended and resolved. It can extend daily life, by providing solutions to help desks, telephone answering systems, customer care centres.

An intelligent chat bot will be used to give information or answers to any question asked by user related to bank. Our Intelligent system will first take input from bank customer. This input will be taken as voice or written format. According to input, intelligent system will processes the query and give response to user. An artificial intelligence is most important and helpful part of our project. Intelligent system is automation of activities associated with human thinking, decision making, and problem solving process. This system will be available on web. Our system will represent the design and development of an intelligent chat bot.

Banking has become the part and parcel of everyone’s life. Almost everyone uses the banking sector to perform their tasks. Most of the tasks are been carried out manually. Now the use of mobile and internet banking facility has reached greater heights. Chat bots is becoming trending today. They are computer programs that interact with users using natural languages. In this project we are trying to perform few of the basic banking operations via chat bots. Now bots in banking sectors are only used to give guidelines but in this bot, we perform banking operations for a list of few banks.