

# MVP Submission

## Project:

Our chatbot's capacity to give clients with precise information instantly would be extremely advantageous and convenient for both the banking industry and customers. Consumers can ask the chatbot questions directly and receive responses relevant to their banking needs. By using a chatbot to give consumers with precise and up-to-date information, the bank may reduce the amount of phone calls it receives from customers who have queries.

## Problem Statement:

The problem is that obtaining financial information regarding commercial banks has become increasingly complex. For example, we must go to the bank or contact customer service to obtain information on a loan plan. The final goal of this thesis is to create an appropriate chatbot that can process natural language (NLP), find the most convenient answer to the user's inquiry, and respond in a more humane manner.

## Objective:

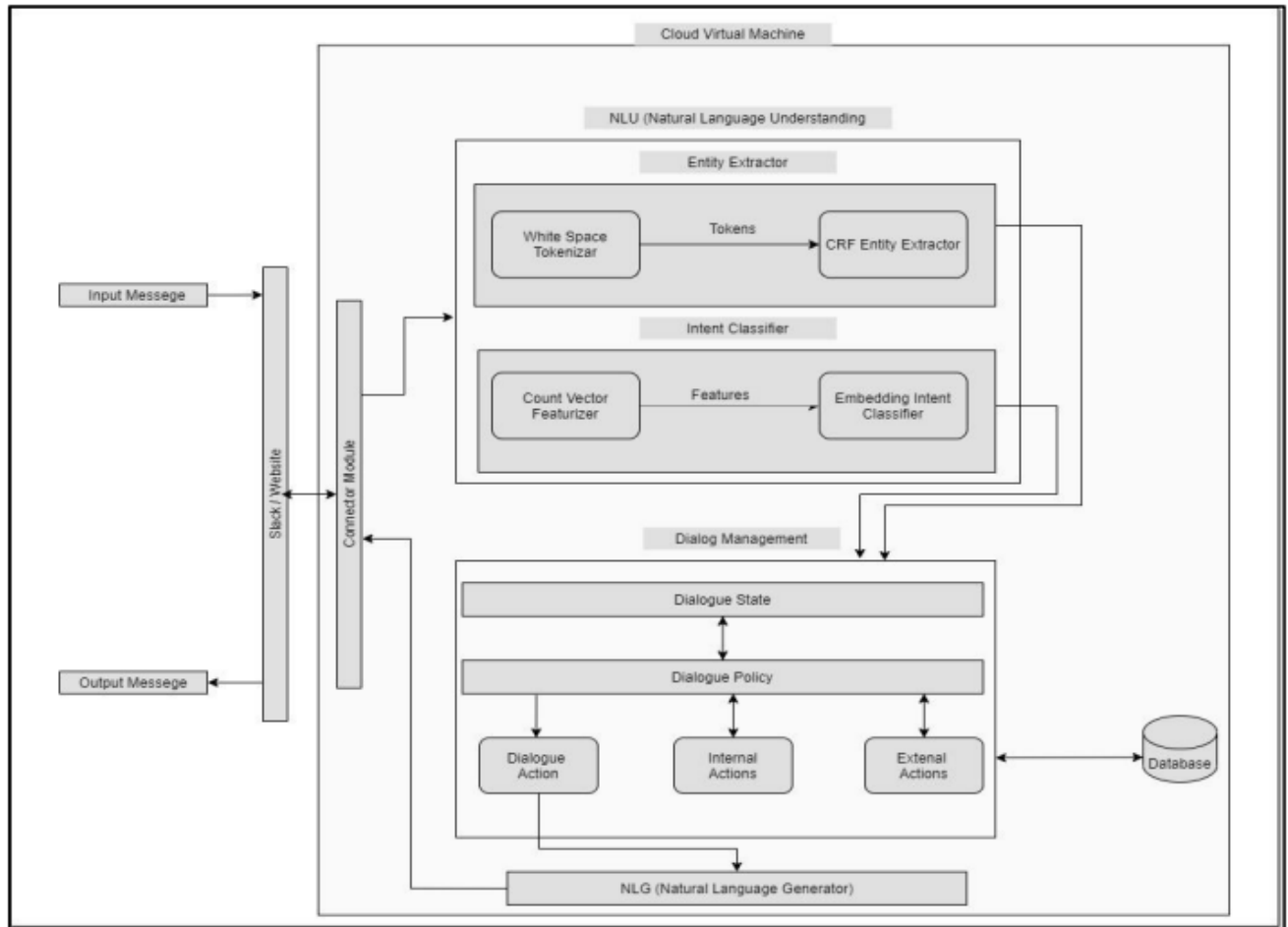
**Round the clock support-** Consumers that are always on and digital expect 24/7 customer service. If a chatbot is placed on the bank's website, there is a better probability that it will attract and retain customers.

**Enhanced productivity of bank personnel-** Banking chatbots can boost employee productivity by allowing them to focus on more complex issues rather than typical client inquiries.

**More convenient mode of communication** – Younger generations prefer immediate messaging over standing in queue to interact with a staff member.

**Consistent answers-** Chatbots reply consistently to user requests, ensuring that client discussions are worthwhile. Consistent answers will always improve clients' banking experiences.

## Flow Of Project:



## 1<sup>st</sup> Prototype Snapshots:

