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Problem Statement

Traditional banking customer service faces significant limitations in meeting modern customer expectations while maintaining operational efficiency and security standards.

Project Focus

1. Service Availability & Response Time
2. Operational Costs & Scalability
3. Service Consistency & Quality
4. Security & Compliance Challenges
5. Customer Experience Gaps

Objective

To develop an AI-powered conversational agent that provides instant, secure, and consistent banking customer service while reducing operational costs and improving customer satisfaction through 24/7 availability and intelligent automation of routine banking inquiries.

Weekly Goals

01 Data Gathering & Planning
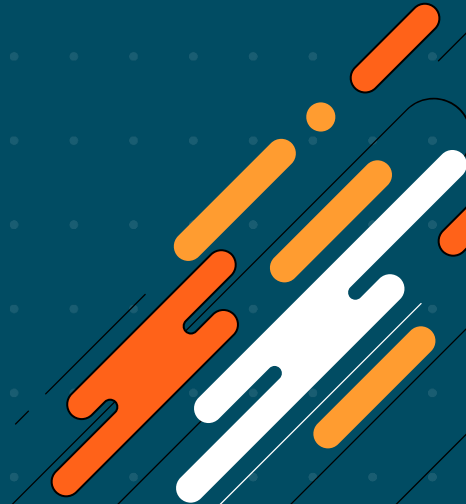
02 AI Development & Core Features

03 Enhancement & Quality Assurance

04 Deployment & Launch

05 Project Demo

Week 1: Data Gathering & Planning

- Collect banking customer service datasets, FAQ data, and financial terminology
- Set up secure development environment and begin data processing pipeline
- Design AI architecture and oversee banking data strategy
- Define testing scenarios, success metrics, and create banking test cases
- Plan secure user interface and banking conversation flow design
- Establish banking security protocols and compliance frameworks
- Complete dataset with banking FAQs and 50+ conversation examples per banking intent

Week 2: AI Development & Core Features

- **Build intent classification for banking queries, entity extraction, and secure response generation**
- **Develop secure chatbot interface and create banking wireframes**
- **Create banking business rules (account types, transaction limits, security policies)**
- **Begin testing with banking conversation scenarios and security validation**
- **Review AI model performance for banking accuracy and provide technical guidance**
- **Implement banking security measures, encryption, and API protection**
- **Working AI prototype with 85%+ banking intent accuracy and secure UI design**

Week 3: Enhancement & Quality Assurance

- Add advanced banking features (transaction history, account management, fraud detection)
- Enhance banking UI/UX based on testing feedback and optimize security experience
- Comprehensive testing across all banking scenarios and security interface testing
- Performance optimization and banking accuracy improvements
- Prepare banking documentation and compliance training materials
- Security testing, penetration testing, and vulnerability assessment
- Production-ready banking system with 90%+ customer satisfaction and secure interface

Week 4: Deployment & Launch

- Deploy to secure cloud platform with banking-grade monitoring and integrations
- Final design polish and responsive optimization for banking mobile/web platforms
- Final user acceptance testing, security testing, and banking compliance validation
- Finalize banking documentation and create user training materials
- Establish ongoing monitoring and banking improvement processes
- Final security review, compliance audit, and banking regulation checks
- Live banking AI agent with secure interface handling real customer banking inquiries

Team

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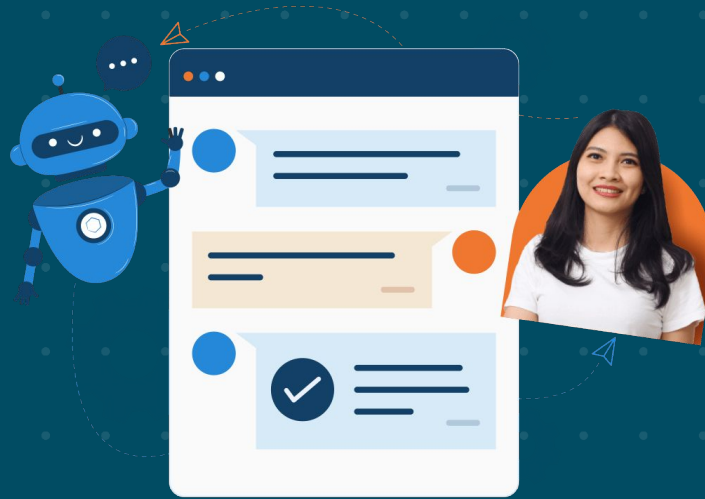
ML/AI Developer

Project Final Deliverable

https://github.com/opeyemiTaiwo/AI-Powered-Banking-Assistant-Intelligent-Customer-Service-Agent.git