

# Title: Localised Chatbot for Bank Customer Care

## Introduction

The Localised Chatbot for Bank Customer Care project aims to develop an intelligent and interactive chatbot system to enhance customer support services for users who communicate in the native Sri Lankan (Sinhala or Tamil) language. This innovative chatbot will serve as a virtual assistant, providing quick and efficient assistance to customers seeking information regarding various banking services, account-related queries, and general inquiries.

## Objectives

1. **Language Adaptability:** The primary objective of this project is to build a chatbot that can seamlessly understand and respond in either Sinhala or Tamil language. By ensuring linguistic fluency, the chatbot will enable users to interact comfortably and receive accurate and contextually appropriate responses.
2. **Automated Customer Support:** The chatbot will act as a virtual customer support representative, automating responses to frequently asked questions and routine inquiries. By leveraging natural language processing (NLP) techniques, the chatbot will provide instant and accurate information on topics such as account balances, transaction history, loan applications, card services, and other common banking processes.
3. **Personalization and Context Awareness:** To enhance customer satisfaction, the chatbot will be designed to recognize returning customers and retrieve their historical data. This will enable personalised assistance based on individual preferences and past interactions, creating a more personalised and engaging customer experience.
4. **Security and Compliance:** Data security and privacy will be of paramount importance. The chatbot will be developed with robust encryption protocols to protect customer information and adhere to banking regulations and privacy laws.

## Expected Benefits

- Enhanced customer experience
- Increased efficiency
- Cost savings
- 24/7 availability
- Reduced workload for the staff