



L OVELY
P ROFESSIONAL
U NIVERSITY

Transforming Education Transforming India

Banking bot Project

REPORT:

by

S. Venkatappa Reddy	Roll Number: <u>26</u>	Reg no: 11801937
Nandi siva sai	Roll Number: <u>12</u>	Reg no: 11801942
R. Paramesh chandra	Roll Number: 01	Reg no: 11804626
N. Surya sai	Roll Number: <u>30</u>	Reg no: 11803639

Submitted to

Shabnam Madam

Github link: https://github.com/venkatappareddy1937/AI_project

Student Declaration:

This is to declare that this report has been written by Venkatappa,paramesh,siva sai and surya. No part of the report is copied from other sources. All information included from other sources have been duly acknowledged. I/We aver that if any part of the report is found to be copied, I/we are shall take full responsibility for it.

Date:12-04-2020

Table of Contents:

Topics	
Abstract	
Introduction	
Code	
References	

Abstract:

“A **Banking bot** (also known as a **chatbot**, **Bot**, **IM bot**, **interactive agent**, or **Artificial Conversational Entity**) is a computer program or an artificial intelligence which conducts a conversation via auditory or textual methods. Such programs are often designed to convincingly simulate how a human would behave as a conversational partner, thereby passing the Turing test. Banking bots are typically used in dialog systems for various practical purposes including customer service or information acquisition. Some chatbots use sophisticated natural language processing systems, but many simpler systems scan for keywords within the input, then pull a reply with the most matching keywords, or the most similar wording pattern, from a database.

Since the time Banking bots have entered the digital world. Every marketer is curious to use them as a major tool to daily interact with their customers. Our program will be useful for this type of purposes with the interaction with customers who want services from the bank.

Introduction:

Motivation:

- Our motive is to provide the required services to the customers in a easy efficient way.
- Now-a-days there are no efficient Banking bots for banks to provide the services.
- Regarding the issue we had taken this project.
- Our Banking bot can provide many of the services that are available to the customers at the bank

Aim:

The aim of the project is to develop A banking bot project using artificial algorithms that analyzes user's queries and understand user's message in python programming.

Objectives:

A Banking bot is an artificial intelligence software that can simulate a conversation with a user in natural language through messaging applications, websites, mobile apps.

Why Banking bots are important ?

- A Banking bot is often described as one of the most advanced and promising expressions of interaction between humans and machines.
- However, from a technological point of view, a Banking bot only represents the natural evolution of a Question Answering system leveraging Natural language processing (NLP).
- Formulating responses to questions in natural language is one of the most typical Examples of Natural language processing applied in various enterprises end use applications.

Benefits of Banking bot's:

We added few more points to categorize benefits of Banking bots clearly:

Benefits for customers:

24-hour availability:

- While this is clearly a huge benefit highlighting this risk creating backlash when bots are down due to security issues or maintenance

Instant Transactions:

- When user want to transfer their money it is fast and quick .

End-less patience :

- While customers reps and customers sometimes lose their patience that something bots are yet incapable of.

Instant Transactions :

- Actions like changing or querying records are almost instantaneous for bots.

Benefits to Banks :

Improved customer satisfaction:

- All the benefits above will result in increased customer satisfaction which can lead to increased customers.

Reaching new customers:

- Bot platforms such as Facebook messenger are one of the most popular apps.
- Being continuously active on these platforms helps companies reach new customers who may otherwise not want to reach out to the company with an e-mail or call.

Gaining a deeper understanding of understanding of customers:

- Your customers are rarely talk to your business.
- Banking bots provide your business with detailed actionable records of your customers greatest pain points, helping your company improve its products and services.

Future scope of Banking bots:

- It would be wrong or ignorant to say that Banking bot is evolving and their evolution will become complete in 2020
- Banking bots evolved in 2018 and are more intelligent as well as humans than ever.
- The successful adoption of Banking bots by end-users has led to use of more and more bots in advanced artificial intelligence technologies.
- Even there are reports that 80-85 % of business will be deploying advanced Banking bots by 2022.

Probable trends of Banking bot:

Giving Humanlike experience:

- If you are talking about personalized customer experience and offering services which are like the ones provided by humans
- The advancement in artificial intelligence and machine-learning in today's era has made Banking bot services more like human-like and even impeccable.

AI Banking bot apps:

- Speaking of desktop and mobile apps, the ones whose interface is powered by AI and processed by Banking bots.

Developing NLO tech for automated calls:

- It simply serves as a boon for automated call centers
- This technology is so advanced that the best failure is the absence of downtime.
- Serving a wide range of customer base all around the day and that too without any hassles is what the NLO is designed for and it can help in solving the problems 24/7.

Suited virtual assistants:

- In today's era, many smart phone users are simply downloading these types of apps for getting virtual assistance.
- It is easier to use applications now and the automation of any kind related to customer service is simply possible.
- This is due to the ability of Banking bots to combine many applications into a single task that can accelerate the development and growth of a business.

Faster problem solving:

- If you really want faster clarifications for your various queries, it is easy.
- You can achieve that by using handheld devices like tablets
- ,smartphones and wearables such as smart watches. In addition, smart tv are becoming one of the major integrations for voice assistants like Siri, Alexa, Google assistant.

NLP for chats (Interactive ones):

- Natural Language Programming helps in giving an enhanced human experience , thereby making the Banking bots more interactive
- No doubts , Banking bots are a great help for banks where most of the customer issues can be filtered and move them to various consumers for clarifying their doubts.

- With Banking bots we know where things are heading to the future
- For AI and Banking bot, the future is coming one way or another, and that can't be avoided.

CODE:

```

print("=====
=====
=====")

print()

print("                |***** PROFESSIONAL BANK BANKING BOT SYSTEM
*****|                ")

print()

print("=====
=====
=====")

print("Welcome to Professional Bank please say hello or hi or start ! to Start your banking")

val = input()

val2 = "hi"

val3 = "hello"

val4="start"

if(val == val2 or val == val3 or val==val4):

    print("Hello,Professional bank is at your service :)")

    print()

    print("How can we help you?")

    print()

    print("Types of services for you :- ")

    print()

    print("1. To Add beneficiary Account")

    print("2. To Transfer Funds")

    print("3. to check balance")

    print("4. To get Mini Statement of your Account")

    print()

    print(" press 1 to  start to add beneficiary")

    print("press 2 if you  want to trasfer money")

    print("press 3 if you to check my account balance")

```

```
print("press 4 if want to get mini-statement")
```

```
print("Please input a task :- ")
```

```
input1 = input()
```

```
input2 = "1"
```

```
input3 = "1"
```

```
input4 = "2"
```

```
input5 = "2"
```

```
input6 = "3"
```

```
input7 = "3"
```

```
input8 = "4"
```

```
input9 = "4"
```

```
mobile1="9133921832"
```

```
mobile2="9133726715"
```

```
mobile3="9682694414"
```

```
mobile4="8885395071"
```

```
otp1="2244"
```

```
otp2="1937"
```

```
otp3="1180"
```

```
otp3="1940"
```

```
name1="nandi sivasai"
```

```
name2="venkatappareddy"
```

```
name3="parmesh"
```

```
name4="surya"
```

```
accnum1="PBN00005626262689"
```

```
accnum2="PBN00005626261180"
```

```
accnum3="PBN00005626251946"
```

```

if(input1 == input2 or input1 == input3):
    print("Enter your beneficiary name:- ")
    Name = input()
    print("Enter beneficiary account number:- ")
    Account_number = input()
    print("")
    print("enter the phone number ")
    phone_number= int(input())
    print("Benificiary Successfully Added.")
    print("")
    print("")
    print("please check the benificiary account detatils that u have added")
    print("name of beneficiary is ",Name)
    print("your beneficiary account number",Account_number)
    print("phone number linked to your account is ",phone_number)

    print("Press 1 to quit:- ")
    choice = int(input())
    if(choice == 1):
        print("Thanks For Using Our Boting Service!!")
        print("Hope You Liked Our Services.")

if(input1 == input4 or input1 == input5):
    print("Quick Pay")
    print("Please enter the amount:- ")
    amount = int(input())
    print("")
    print("please select below account holders name from here as reference")
    print("")
    print("nandi sivasai,venkatappareddy,surya,parmesh")
    print("")

```

```

print("Please enter the beneficiary account holder name:- ")
name = input()
if(name==name1 or name ==name2 or name ==name3 or name==name4):
    print("mam you can use these account number for reference
    PBN00005626262689,PBN00005626261180,PBN00005626251946 ")
    print("")
    print("Please enter the beneficiary account number:- ")
    accnum1="PBN00005626262689"
    accnum2="PBN00005626261180"
    accnum3="PBN00005626251946"
    accnum =input()
    if(accnum==accnum1 or accnum==accnum2 or accnum==accnum3):
        print("")
        print("Please enter the beneficiary IFSC code:- ")
        IFSC_code = input()
        print("")
        print("mam you can use these numbers for the reference ")
        print("")
        print("9133921832,9133726715,8885395071,9682694414")
        print("")
        print("Enter linked account registered mobile number? ")
        mobile_number = input()

        if(mobile_number == mobile1 or mobile_number == mobile2 or mobile_number==mobile3
or mobile_number==mobile4 ):
            print("")
            print("mam these are the otps that the numbers will get or the examples of otp ")
            print("")
            print("uses these otps for reference 2244 ,1180,1940,1937")
            print("")
            print("enter the otp that is sent to your linked mobile ")
            otp = input()
            if (otp ==otp1 or otp==otp2 or otp ==otp3 or opt == otp4):

```



```
        print("Savings No ",accnum," Debited with INR ", amount , " towards NEFT Transfer  
to NEFT/", name)
```

```
        print("Press 1 to quit:- ")
```

```
        choice = int(input())
```

```
        if(choice == 1):
```

```
            print("Thanks For Using Our Boting Service!!")
```

```
            print("Hope You Liked Our Services.")
```

```
        else:
```

```
            print("enter correct otp")
```

```
        else:
```

```
            print("enter correct mobile number")
```

```
if(input1 == input6 or input1 == input7):
```

```
    print("mam you can use these numbers for the reference ")
```

```
    print("")
```

```
    print("9133921832,9133726715,8885395071,9682694414")
```

```
    print("")
```

```
    print("Enter your linked account mobile number:- ")
```

```
    mobile_number = input()
```

```
    if(mobile_number == mobile1 or mobile_number == mobile2 or mobile_number==mobile3 or  
mobile_number==mobile4 ):
```

```
        print("Please type the OTP in correct Format:- ")
```

```
        print("")
```

```
        print("mam these are the otps that the numbers will get or the examples of otp ")
```

```
        print("")
```

```
        print("uses these otps for reference 2244 ,1180,1940,1937")
```

```
        print("")
```

```
        print("enter the otp that is sent to your linked mobile ")
```

```
        otp = input()
```

```
        if (otp ==otp1 or otp==otp2 or otp ==otp3 or opt == otp4):
```

```
            print("mam you can use these account number for reference  
PBN00005626262689,PBN00005626261180,PBN00005626251946 ")
```

```

print("")
print("Please enter the beneficiary account number:- ")
accnum1="PBN00005626262689"
accnum2="PBN00005626261180"
accnum3="PBN00005626251946"
accnum =input()
if(accnum==accnum1):
    print("Welcome Mr.Venkatappareddy")
    print("Greeting from Professional Bank!!")
    print("Account No. PBN00005626262689")
    print("Current Balance = INR 2,78,258")
    print("Press 1 to quit:- ")
    choice = int(input())
    if(choice == 1):
        print("Thanks For Using Our Boting Service!!")
        print("Hope You Liked Our Services.")
elif(accnum==accnum2):
    print("Welcome Mr.sivasai nandi")
    print("Greeting from Professional Bank!!")
    print("Account No.PBN00005626261180 ")
    print("Current Balance = INR 2,00,258")
elif(accnum==accnum3):
    print("Welcome Mr.sivasai nandi")
    print("Greeting from Professional Bank!!")
    print("Account No. PBN00005626251946")
    print("Current Balance = INR 12,134,535,468")

else:
    print("please check the input given")

if(input1 == input8 or input1 == input9):
    print("mam you can use these account number for reference
PBN00005626262689,PBN00005626261180,PBN00005626251946 ")

```

```

print("")
print("enter the account number:")
accnum =input()
accnum1="PBN00005626262689"
accnum2="PBN00005626261180"
accnum3="PBN00005626251946"

if(accnum==accnum1 or accnum==accnum2 or accnum==accnum3):
    print("mam you can use these numbers for the reference ")
    print("")
    print("9133921832,9133726715,8885395071,9682694414")
    print("")
    print("Enter your linked account mobile number:- ")
    mobile_number = input()
    if(mobile_number == mobile1 or mobile_number == mobile2 or mobile_number==mobile3 or
mobile_number==mobile4 ):
        print("Please type the OTP in correct Format:- ")
        print("")
        print("mam these are the otps that the numbers will get or the examples of otp ")
        print("")
        print("uses these otps for reference 2244 ,1180,1940,1937")
        print("")
        print("enter the otp that is sent to your linked mobile ")
        otp = input()
        if (otp ==otp1 or otp==otp2 or otp ==otp3 or opt == otp4):
            if(accnum==accnum1):
                print("Welcome Mr.Venkat sai surya prasad")
                print("Greeting from Professional Bank!!")
                print("Account No. PBN00005626262689")
                print("TRANXCUB000000000001 | CREDIT | 75000 | 2019 - 25 - 12  04 : 34 : 16")
                print("TRANXCUB000000000002 | CREDIT | 75000 | 2020 - 25 - 01  05 : 30 : 10")
                print("TRANXCUB000000000003 | DEBIT | 100000 | 2020 - 28 - 01  12 : 55 : 17")

```

```
print("TRANXCUB000000000004 | DEBIT | 5000 | 2020 - 25 - 02 21 : 41 : 10")
print("TRANXCUB000000000005 | CREDIT | 75000 | 2020 - 25 - 02 20 : 28 : 05")
print("TRANXCUB000000000006 | DEBIT | 15000 | 2020 - 20 - 03 14 : 36 : 01")
print("TRANXCUB000000000007 | DEBIT | 4500 | 2020 - 21 - 03 16 : 45 : 30")
print("TRANXCUB000000000008 | CREDIT | 4000 | 2020 - 22 - 03 18 : 39 : 59")
print("TRANXCUB000000000009 | CREDIT | 55000 | 2020 - 23 - 03 06 : 12 : 55")
print("TRANXCUB000000000010 | DEBIT | 45000 | 2020 - 24 - 03 08 : 46 : 40")
```

```
elif(accacnum==accnum2):
```

```
print("Welcome Mr.Venkatatappareddy ")
print("Greeting from Professional Bank!!")
print("Account No. PBN00005626261180")

print("TRANXCUB000000000001 | CREDIT | 20000 | 2019 - 25 - 12 04 : 34 : 16")
print("TRANXCUB000000000002 | CREDIT | 7500 | 2020 - 25 - 01 05 : 30 : 10")
print("TRANXCUB000000000003 | DEBIT | 1500 | 2020 - 28 - 01 12 : 55 : 17")
print("TRANXCUB000000000004 | DEBIT | 5000 | 2020 - 25 - 02 21 : 41 : 10")
print("TRANXCUB000000000005 | CREDIT | 900 | 2020 - 25 - 02 20 : 28 : 05")
print("TRANXCUB000000000006 | DEBIT | 15000 | 2020 - 20 - 03 14 : 36 : 01")
print("TRANXCUB000000000007 | DEBIT | 4500 | 2020 - 21 - 03 16 : 45 : 30")
print("TRANXCUB000000000008 | CREDIT | 4000 | 2020 - 22 - 03 18 : 39 : 59")
print("TRANXCUB000000000009 | CREDIT | 55000 | 2020 - 23 - 03 06 : 12 : 55")
print("TRANXCUB000000000010 | DEBIT | 45000 | 2020 - 24 - 03 08 : 46 : 40")
```

```
elif(accacnum==accnum3):
```

```
print("Welcome Mr.Venkatatappareddy ")
print("Greeting from Professional Bank!!")
print("Account No. PBN00005626261180")

print("TRANXCUB000000000001 | CREDIT | 20000 | 2019 - 25 - 12 04 : 34 : 16")
print("TRANXCUB000000000002 | CREDIT | 7500 | 2020 - 25 - 01 05 : 30 : 10")
print("TRANXCUB000000000003 | DEBIT | 1500 | 2020 - 28 - 01 12 : 55 : 17")
print("TRANXCUB000000000004 | DEBIT | 5000 | 2020 - 25 - 02 21 : 41 : 10")
print("TRANXCUB000000000005 | CREDIT | 900 | 2020 - 25 - 02 20 : 28 : 05")
print("TRANXCUB000000000006 | DEBIT | 15000 | 2020 - 20 - 03 14 : 36 : 01")
print("TRANXCUB000000000007 | DEBIT | 4500 | 2020 - 21 - 03 16 : 45 : 30")
```

```
print("TRANXCUB000000000008 | CREDIT | 4000 | 2020 - 22 - 03 18 : 39 : 59")
print("TRANXCUB000000000009 | CREDIT | 55000 | 2020 - 23 - 03 06 : 12 : 55")
print("TRANXCUB000000000010 | DEBIT | 45000 | 2020 - 24 - 03 08 : 46 : 40")
else:
    print("sorry sir you may have entered wrong details or you may not have account in
our bank")
    print("Press 1 to quit:- ")
    choice = int(input())
    if(choice == 1):
        print("Thanks For Using Our Boting Service!!")
        print("Hope You Liked Our Services.")
    else :
        print("please check the otp that you have entered ")
    else:
        print("please enter the correct mobile number")
    else:
        print("please enter the correct account number ")
    else:
        print("please Enter valid input")
```

```
Python 3.8.2 Shell
File Edit Shell Debug Options Window Help
===== RESTART: D:\AI\bot.py =====

|***** PROFESSIONAL BANK BANKING BOT SYSTEM *****)

Welcome to Professional Bank please say hello or hi or start ! to Start your banking
hi
Hello,Professional bank is at your service :)
How can we help you?

Types of services for you :-
1. To Add beneficiary Account
2. To Transfer Funds
3. To check balance
4. To get Mini Statement of your Account
5.if you have any complaint you can

press 1 to start to add beneficiary
press 2 if you want to transfer money
press 3 if you to check my account balance
press 4 if want to get mini-statement
press 5 if u have any complaint
Please input a task :-
1
Enter your beneficiary name:-
Appi Reddy
Enter beneficiary account number:-
PBN000056262689

enter the phone number
9133921832
Beneficiary Successfully Added.

please check the beneficiary account detatils that u have added
name of beneficiary is Appi Reddy
your beneficiary account number PBN000056262689
phone number linked to your account is 9133921832
Press 1 to quit:-
1
Thanks For Using Our Boting Service!!
Hope You Liked Our Services.
please check the input given
please Enter valid input
>>>
```

```
Python 3.8.2 Shell
File Edit Shell Debug Options Window Help
5.if you have any complaint you can

press 1 to start to add beneficiary
press 2 if you want to trasfer money
press 3 if you to check my account balance
press 4 if want to get mini-statement
press 5 if u have any complaint
Please input a task :-
2
Quick Pay
Please enter the amount:-
45

please select below account holders name from here as reference
nandi sivasai,venkatappareddy,surya,parmesh
|
Please enter the beneficiary account holder name:-
venkatappareddy
mam you can use these account number for reference PBN000056262689,PBN00005626261180,PBN00005626251946

Please enter the beneficiary account number:-
PBN000056262689

Please enter the beneficiary IFSC code:-
AFBN1580

mam you can use these numbers for the reference
9133921832,9133726715,8885395071,9682694414

Enter linked account registered mobile number?
9133921832

mam these are the otps that the numbers will get or the examples of otp
uses these otps for reference 2244 ,1180,1940,1937

enter the otp that is sent to your linked mobile
2244
Savings No PBN000056262689 Debited with INR 45 towards NEFT Transfer to NEFT/ venkatappareddy
Press 1 to quit:-
1
Thanks For Using Our Boting Service!!
Hope You Liked Our Services.
please check the input given
please Enter valid input
>>>
```

```
Python 3.8.2 Shell
File Edit Shell Debug Options Window Help
Hello
Hello,Professional bank is at your service :)
How can we help you?
Types of services for you :-
1. To Add beneficiary Account
2. To Transfer Funds
3. to check balance
4. To get Mini Statement of your Account
5.if you have any complaint you can
press 1 to start to add beneficiary
press 2 if you want to trasfer money
press 3 if you to check my account balance
press 4 if want to get mini-statement
press 5 if u have any complaint
Please input a task :-
3
mam you can use these numbers for the reference
9133921832,9133726715,8885395071,9682694414
Enter your linked account mobile number:-
9682694414
Please type the OTP in correct Format:-
mam these are the otps that the numbers will get or the examples of otp
uses these otps for reference 2244 ,1180,1940,1937
enter the otp that is sent to your linked mobile
2244
mam you can use these account number for reference FBN000056262689,FBN00005626261180,FBN00005626251946
Please enter the beneficiary account number:-
FBN000056262689
Welcome Mr.Venkatappareddy
Greeting from Professional Bank!!
Account No. FBN000056262689
Current Balance = INR 2,78,258
Press 1 to quit:-
1
Thanks For Using Our Boting Service!!
Hope You Liked Our Services.
please Enter valid input
>>>

Python 3.8.2 Shell
File Edit Shell Debug Options Window Help
3. to check balance
4. To get Mini Statement of your Account
5.if you have any complaint you can
press 1 to start to add beneficiary
press 2 if you want to trasfer money
press 3 if you to check my account balance
press 4 if want to get mini-statement
press 5 if u have any complaint
Please input a task :-
4
please check the input given
mam you can use these account number for reference FBN000056262689,FBN00005626261180,FBN00005626251946
enter the account number:
FBN000056262689
mam you can use these numbers for the reference
9133921832,9133726715,8885395071,9682694414
Enter your linked account mobile number:-
8885395071
Please type the OTP in correct Format:-
mam these are the otps that the numbers will get or the examples of otp
uses these otps for reference 2244 ,1180,1940,1937
enter the otp that is sent to your linked mobile
1937
Welcome Mr.Venkat sai surya prasad
Greeting from Professional Bank!!
Account No. FBN000056262689
TRANXUCUB000000000001 | CREDIT | 75000 | 2019 - 25 - 12 | 04 : 34 : 16
TRANXUCUB000000000002 | CREDIT | 75000 | 2020 - 25 - 01 | 05 : 30 : 10
TRANXUCUB000000000003 | DEBIT | 100000 | 2020 - 28 - 01 | 12 : 55 : 17
TRANXUCUB000000000004 | DEBIT | 5000 | 2020 - 25 - 02 | 21 : 41 : 10
TRANXUCUB000000000005 | CREDIT | 75000 | 2020 - 25 - 02 | 20 : 28 : 05
TRANXUCUB000000000006 | DEBIT | 15000 | 2020 - 20 - 03 | 14 : 36 : 01
TRANXUCUB000000000007 | DEBIT | 4500 | 2020 - 21 - 03 | 16 : 45 : 30
TRANXUCUB000000000008 | CREDIT | 4000 | 2020 - 22 - 03 | 18 : 39 : 59
TRANXUCUB000000000009 | CREDIT | 55000 | 2020 - 23 - 03 | 06 : 12 : 55
TRANXUCUB000000000010 | DEBIT | 45000 | 2020 - 24 - 03 | 08 : 46 : 40
Press 1 to quit:-
1
Thanks For Using Our Boting Service!!
Hope You Liked Our Services.
>>>
```

REFERENCE :

WWW.LifeBankingbots.com

Textbook:

buildingBanking bots with python

and A_Practical_Introduction_to_Python_Programming_Heinold.pdf

GITHUB LINK: https://github.com/venkatappareddy1937/AI_project