**INTRODUCTION**

To develop a software for solving financial applications of acustomer in banking environment in order to nurture the needsof an end banking user by providing various ways to performbanking tasks. Also to enable the users workspace to haveadditional functionalities which are not provided under aconventional banking software. In this project we are going to explain about BankingManagement System.This project have facility to openingaccount, depositing and withdrawing money.The Bank management system is an application for maintaining a person’s account in a bank. The system provides the access to thecustomer to create an account, deposit/withdraw the cash fromhis account, also to view reports of all accounts present. The following presentation provides the specification for the system.

**Problem Statement**

"Develop an AI-powered chatbot for our retail banking customers that can accurately and securely handle basic account inquiries (balance, transaction history), facilitate simple fund transfers between existing accounts, and provide instant answers to frequently asked questions, reducing the burden on our customer service representatives and improving customer satisfaction."

**Objectives**

1. **Core Functionality and Security:**

To develop a secure conversational interface capable of authenticating users and protecting sensitive financial information.

**2. User Experience and Customer Satisfaction**

To provide instant and accurate responses to customer inquiries, reducing wait times and improving customer satisfaction.

**3. Efficiency and Scalability:**

To design a scalable chatbot architecture that can handle increasing user traffic and transaction volumes. To automate routine customer service tasks, reducing the workload of human agents and improving operational efficiency.

**4.LLM Utilization and Advancement:**

To implement Retrieval-Augmented Generation (RAG) to improve the accuracy of responses by grounding them in real-time banking data.

**Applications:**

1. 24/7 customer support for account inquiries and transactions.
2. Instant answers to frequently asked questions.
3. Simplified fund transfers and bill payments.
4. Personalized financial guidance and recommendations (future implementation).
5. Improved accessibility for customers.