

# **REPORT ON INTERNSHIP**

## **Banking AI Chatbot**

**Pantech prolabs india pvt ltd ,chennai , tamilnadu, India.**

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# CERTIFICATE

CERTIFICATE NO : CERT\_8ZRHPPGX  
CIN NO : U80900TN2012PTC083606

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This is to certify that  
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has successfully completed  
**INTERNSHIP ON MACHINE LEARNING (30 DAY'S)**

at Pantech Pro Labs India Pvt Ltd

02-11-2022  
DATE  
OF ISSUE

  
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## **1. INTRODUCTION**

Technology has had a great impact on our day to day life and banking is not an exception. Since the advent of central banking systems, the banking sector has embraced technological advances in terms of internet banking, mobile banking, introduction of biometrics, big data analytics, artificial intelligence, Internet of Things (IoT). Banking organisations across the world are leaning towards technology to provide better experience to their customers. The rise of chatbots within the finance sector is the latest turbulent force that has modified the approach customers move. Within the industry, the introduction of computing has driven chatbots and altered the face of the interaction between banks and customers. A chatbot may be an informal agent that uses the tongue to speak with users. The chatbot has the power to retort immediately as they function around the clock agent that is available 24/7, 365 days. Chatbots reduce human error as well as personalise the client service. Chatbots are a major innovation within the field of AI. Chatbots are extremely responsive, interactive that resembles human conversations using AI tools and techniques and resolves client queries or wants anytime with the benefit of chat. A client will place a question or question and also the chatbot replies with the proper response. supported true, the chatbots will learn from the utterances within the spoken language and more personalise the responses and learn from the past connections. Chatbots have a ton of edges together with a 24/7 client service, timely responses and effective inquiry handling, reduced price of client service and best client satisfaction. They vanquish humans in terms of speed and accuracy. The chatbot has been used Over the past few years, however, the use of bots has attracted industries. Chatbots were first set up in the 1960s and have come a long way from their initial development. There are two different types of chatbots. The most common type of chatbot is based on rules, and the more advanced chatbot is powered by artificial intelligence.