

# Chatbot for Banking

- A Digital Assistant

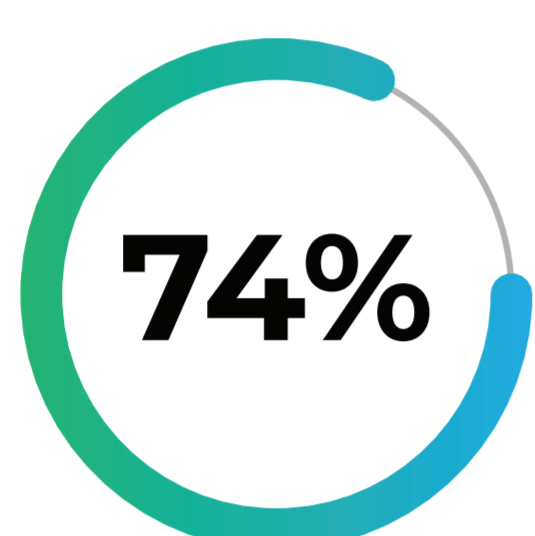


Imagine having a smart assistant in your bank powered by advanced technologies like Natural Language Processing and Machine Learning. These chatbots, help you with tasks like checking your account balance, reviewing your credit score, and answering your questions in real time.

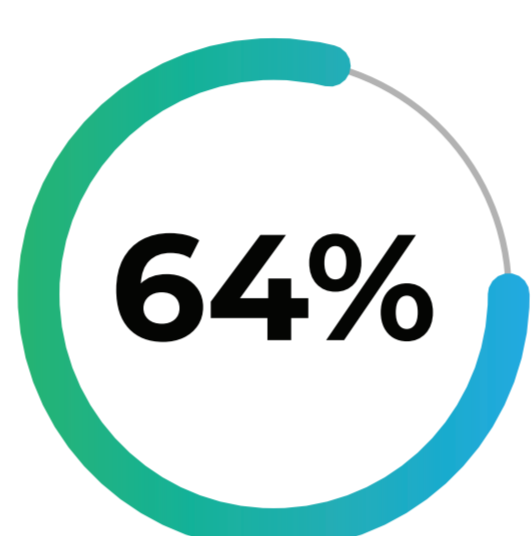
These chatbots don't just stop at basic inquiries. They can also provide you with valuable financial advice by analyzing the data from your interactions with them.

**Chatbot in Banking can Save Up to \$7.3 Billion Annually.**

## Why Chatbot in Banking Gaining Importance?



of customer in 2023 prefer chatbot over humans.



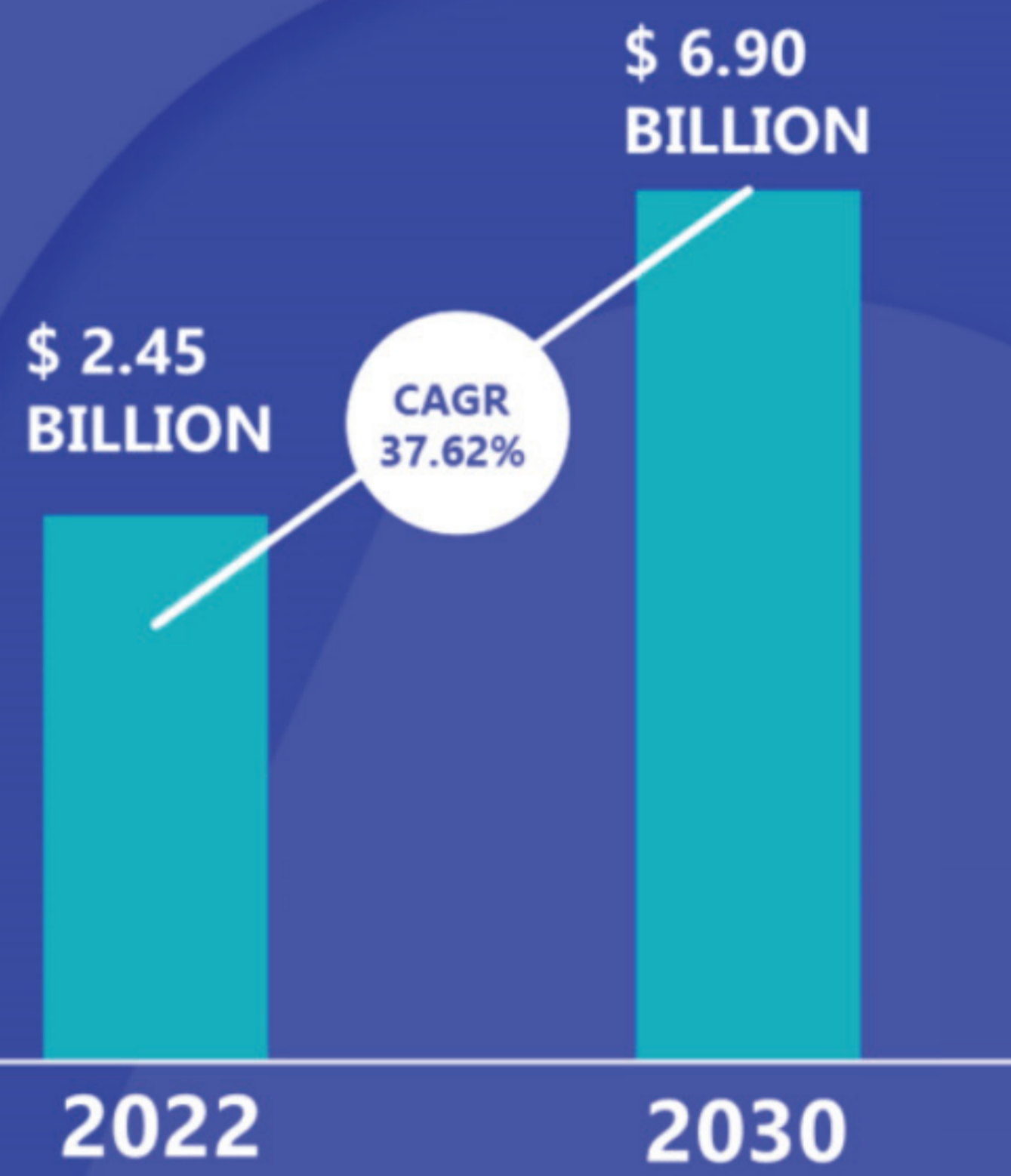
of user says that best chatbot feature is 24/7 assistance.

**4 Minutes**

is average time saved per chatbot inquiry.



**Global Chatbot For Banking Market**  
2023-2030



## Leading Banks that Use AI Chatbot



## 6 Ways Chatbot can be Used in Banking Industry



### Automated Customer Support

Chatbots equipped with natural language processing understand customer queries, retrieve account information, and provide instant responses, such as account balances and recent transactions.



### Lead Generation

Banking chatbots analyze user interests to recommend relevant products and services through real-time conversations. They also gather lead information, contact details, and preferences, integrate them seamlessly into the banking CRM system



### Notification & Alert Generation

Chatbots in banking facilitate the delivery of timely reminders, assisting customers in remembering to fulfill their financial commitments. This functionality empowers individuals to effectively oversee and manage their finances.



### Account Management

An AI chatbot integrated into banking services streamlines account management by empowering customers to execute fund transfers, settle bills, and modify personal details effortlessly, without the need for manual intervention.



### Feedback & Surveys

AI chatbots in banking can conduct surveys and gather customer feedback to assess their satisfaction levels, identify improvement areas and provide insights on product development.



### Fraud Detection

AI-driven chatbots with machine learning capabilities can analyze customer behavior and transaction patterns to detect and prevent real-time fraudulent activities.

## How can AutomationEdge CogniBot Help?

- AutomationEdge's CogniBot is an AI-driven chatbot available in both cloud and on-premise setups.
- It employs machine learning to understand user intent from conversational text.
- Users can craft dialogues effortlessly without needing to code.
- Advanced features include the capacity to build industry-specific skills and effective disambiguation.
- CogniBot is adaptable across multiple channels like Web, Microsoft Teams, Slack, Facebook, Email, and others, catering to diverse communication requirements.

[Request A Demo →](#)

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