

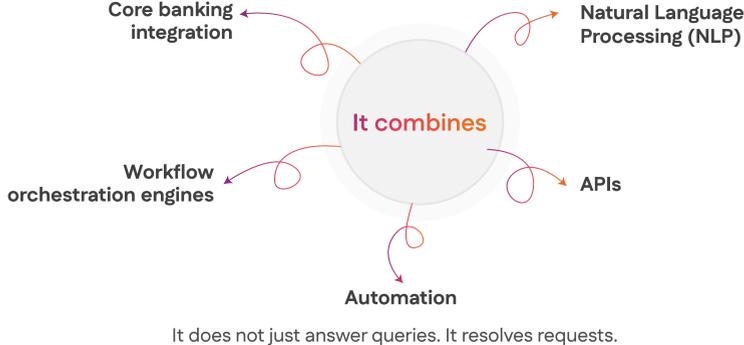
Conversational AI in Banking Moving Beyond Chatbots to Intelligent Workflows



What is Conversational AI in Banking?

Conversational AI in banking is an AI-powered system.

- It understands customer intent across chat, voice, and messaging channels.
- It integrates directly with backend banking systems.
- It completes transactions in real time.



Challenges with Traditional Chatbots

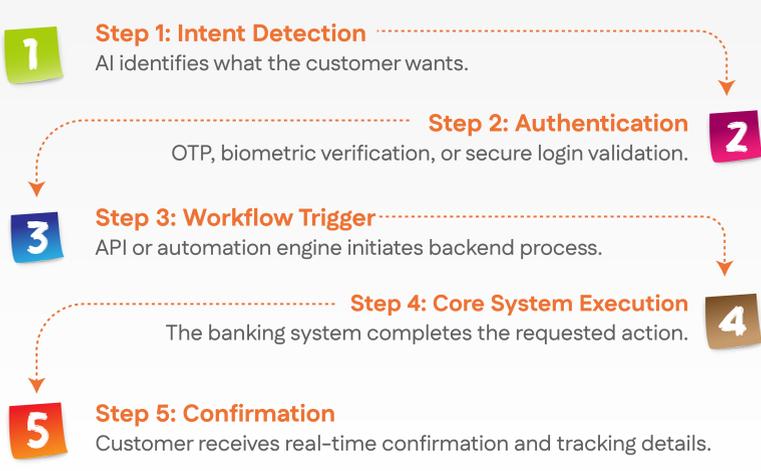
Traditional chatbots have limitations:

Script-based responses



They provide information.
They do not execute actions.

How Conversational AI Works



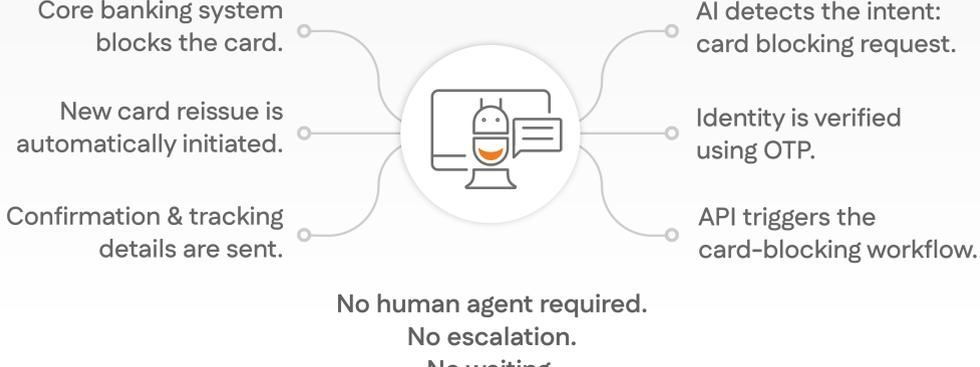
All steps happen within one conversation.
No manual intervention required.

Example for Better Understanding

Customer types:

“I lost my debit card. Please block it.”

Here is what happens behind the scenes:



This is Conversational AI in Banking converting conversations into completed transactions.

Core Technologies Powering Conversational AI

Robotic Process Automation (RPA)
Executes rule-based backend tasks.

Workflow Orchestration Engines
Manages multi-step processes intelligently.

API Integrations
Connects AI with core banking systems.

Secure Authentication Layers
Ensures compliance, security, and fraud prevention.

Natural Language Processing (NLP)
Understands human language and intent.

Why Banks Are Moving Toward Intelligent Workflows



Did You Know?

- » Conversational AI delivers **79%** first-call resolution and reduces call center volume by **26%**.
- » It achieves 98% response accuracy and increases customer satisfaction by **25%**.
- » Banks scaling conversational AI can gain **20–30%** operational efficiency by 2027.
- » Conversational AI enables a **40%** reduction in service costs and 3× campaign productivity.

Chatbot vs Conversational AI

Feature	Traditional Chatbot	Conversational AI
Intent Understanding	Basic	Advanced NLP
Backend Integration	Limited	Full API Integration
Transaction Execution	Rare	Yes
Multi-step Workflows	No	Yes
Human Escalation	High	Minimal

Key Takeaways

- » Conversational AI goes beyond scripted replies.
- » It integrates directly with core banking systems.
- » It converts conversations into transactions.
- » It reduces operational costs.
- » It improves digital customer experience.