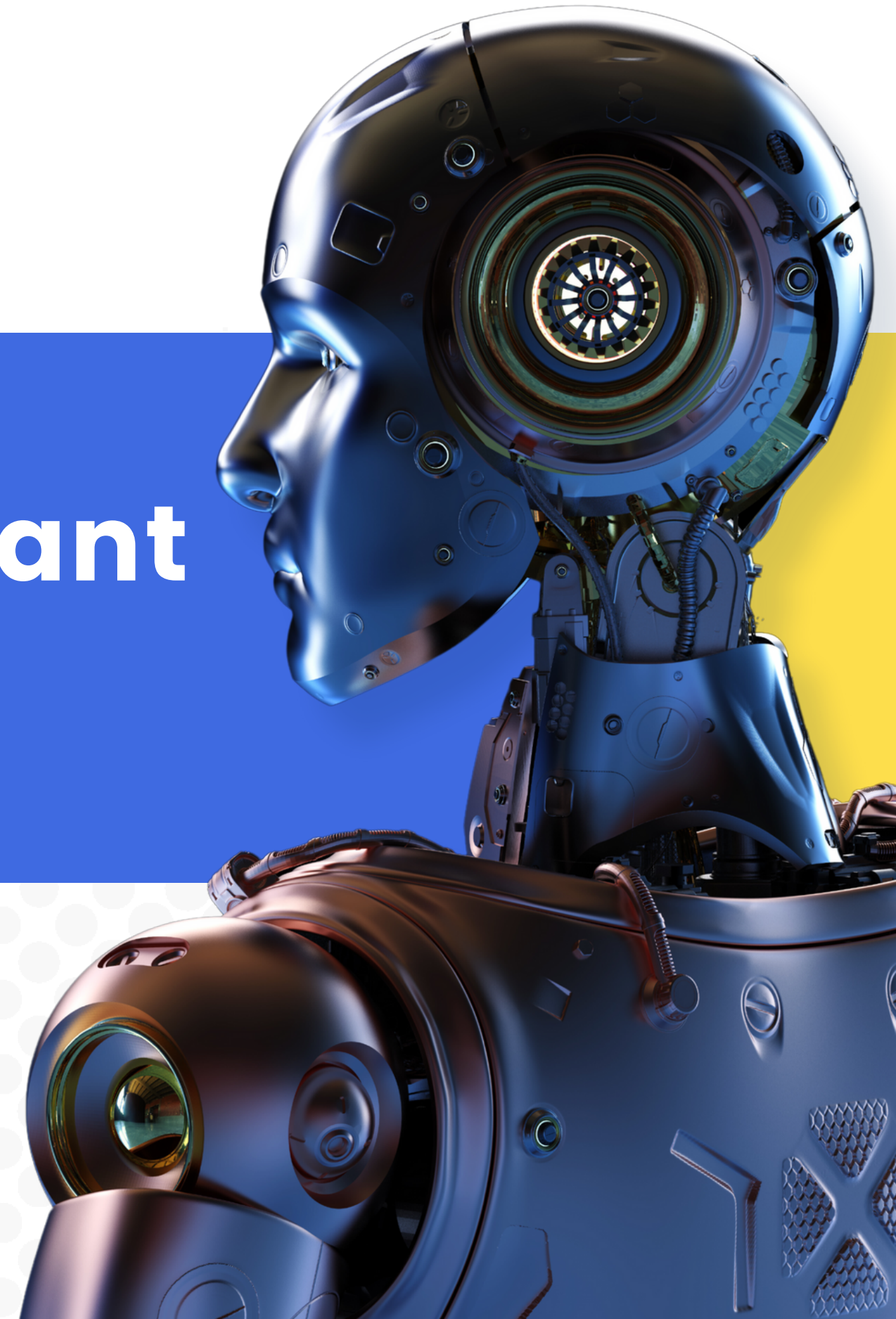enfocus

# HyperBankBot: Your Personal Banking Assistant Powered By Gen AI

Revolutionizing the usual, Driven by AI.

Presented: Amal Jose, Chinta Mourya

# AI Customer ServiceChatBot

## TRANSFORMING INDUSTRIES, UNLEASHING INNOVATION

### The industry

- AI has revolutionized the customer service industry by **improving customer support, streamlining operations, and reducing response times.**

- AI-powered chatbots are increasingly popular in the banking sector, efficiently handling routine **customer queries and delivering personalized recommendations.**

- AI is reshaping the future of customer interactions by enabling businesses to predict **customer needs and provide proactive assistance.**

**Your Success, Our Algorithm**

*Innovate with Intelligence, Evolve with OnFocus.*

# The Current State of AI-Powered Customer Service

Transforming Industries, Unleashing Innovation

## Adoption Statistics

As per a Gartner report, organizations utilizing chatbot technology in customer service are projected to achieve a 30% reduction in operational costs by 2025.

## Leading Banks Embracing AI Chatbots

Prominent banks, such as Bank of America, Capital One, and HDFC Bank, have successfully integrated AI chatbots to elevate the customer experience.
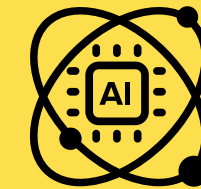
## Enhanced Customer Satisfaction and Efficiency

AI-powered chatbots demonstrate significant improvements in customer satisfaction and operational efficiency. For example, *HDFC Bank's rule-based chatbot, EVA, autonomously resolves 85% of customer queries, leading to a substantial 40% increase in customer satisfaction.*

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# Pain Points

Transforming Challenges into Solutions: Rule-Based Chatbots Unveiled

**1** **Limited Ability to understand natural language**

Rule-based chatbots rely on pre-programmed rules and patterns to understand and respond to user queries.

- *They are unable to learn on their own and can only handle linear conversations and limited requests.*

**2** **More frequent irrelevant answers**

Rule-based chatbots can provide irrelevant answers to customers' questions more frequently than generative AI chatbots.

- *This is because they rely on predefined rules and patterns that may not always be relevant to the user's query*
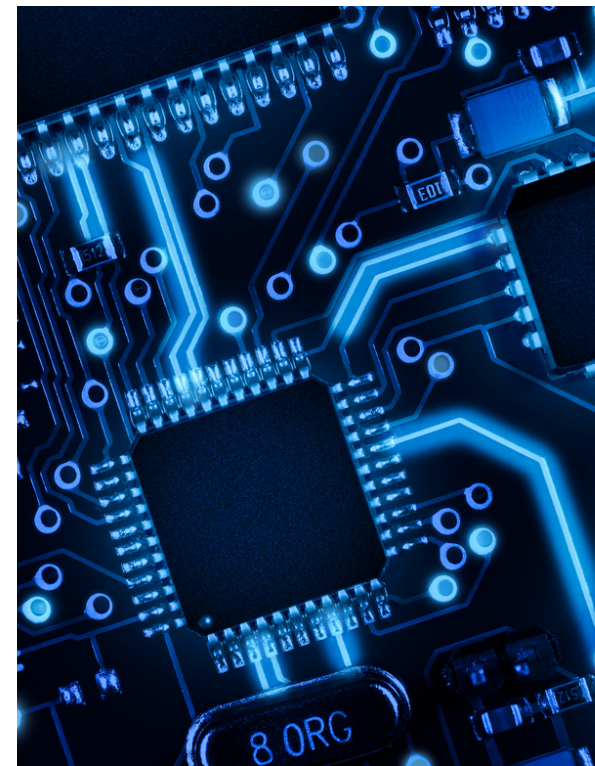
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# Pain Points

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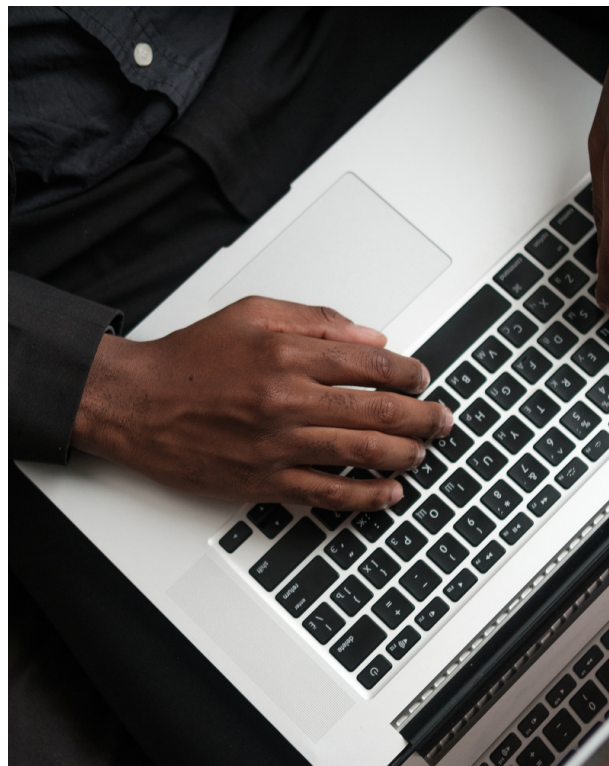


**3** **Manual updates and improvements**

Rule-based chatbots require manual updates and improvements to current scenarios.

- *This can be time-consuming and costly, especially if the chatbot needs to be updated frequently*



**4** **Limited Responses**

Existing chatbots often struggle to grasp the context, leading to irrelevant responses and frustrating user experiences.

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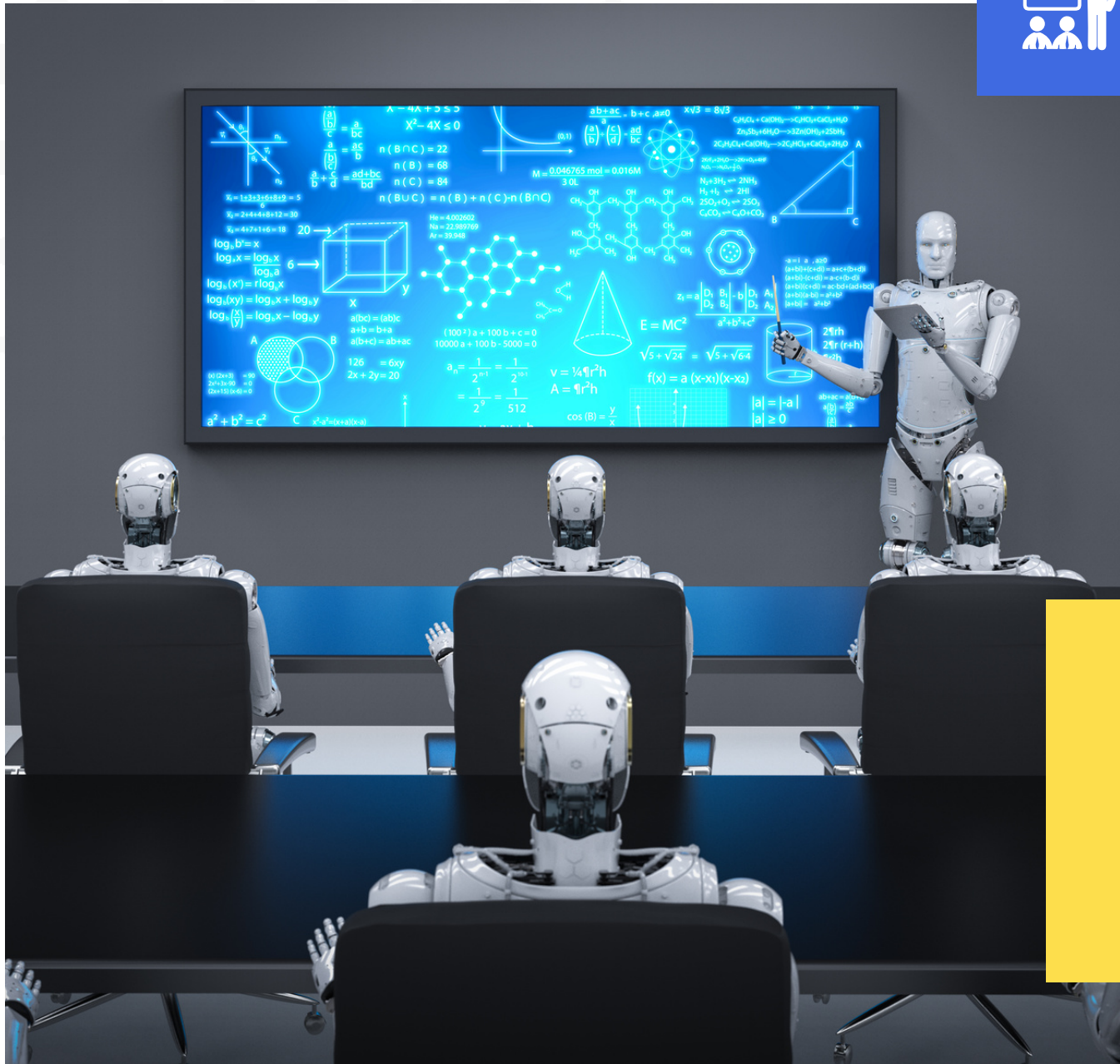
# Presenting HyperBankBot: Your Personalized Banking Assistant

## Powered By RAG and LLM

HyperBankBot is your personal banking AI assistant, leveraging the latest in LLMs and RAG technology to provide you with a seamless and customized banking experience.

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# HyperBankBot Functionalities and Features

HyperBankBot can comprehend your questions, requests, and even nuanced preferences, ensuring that you receive accurate and relevant responses, making your banking experience more efficient and hassle-free.

## 1
### Human-Like Intelligence

Unlike rule-based chatbots, our AI comprehends user intent, not just their words.
- It identifies context, allowing tailored responses aligned with specific needs.
- Experience intuitive, natural interactions for a more engaging user experience.

## 2
### Real-Time Information Support

Our chatbot can interact with external information
- Our chatbot can access external information via the Google Search API.
- It delivers tailored results based on the user's query and chat context, including information about investments and stocks.

## 3
### Multilingual Support

With the help of whisper ai model the chatbot can interact in multiple language of the customer and even the accent.

## 4
### Behaviour analytics and Personal Finance Recommendations

- Balance Sheet Chat: Obtain transaction details and spending categorization.
- Personalized Loan Insights: Get information on loan types tailored to your needs.
- Customized Financial Recommendations: Receive suggestions on mutual funds, plans, and loans.
- Credit Score Monitoring: Keep track of your financial health and credit score.

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# Advantages of HyperBankBot over Human Customer Executive

## Transforming Industries, Unleashing Innovation

What sets HyperBankBot apart is its utilization of the latest advancements in AI technology, including Large Language Models (LLMs) and RAG (Retrieval-Augmented Generation) technology.

### 24/7 Availability

HyperBankBot is available round the clock, ensuring that your banking needs are met anytime, anywhere.

### Enhanced Security

With robust security measures in place, HyperBankBot safeguards your sensitive banking information.

### Personalized Recommendations

HyperBankBot offers tailored recommendations and insights to help you make informed financial decisions.

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