



Institute for Development and Research in Banking Technology

(Established by Reserve Bank of India)

Castle Hills, Road No. 1, Masab Tank, Hyderabad-57, India.

e-Programme on **CHATBOTS FOR CUSTOMER ENGAGEMENT** July 13 - 16, 2020

Introduction

Today one of the top priority for any kind of business is to offer amazing customer service. Almost all the banking organizations are leveraging AI to launch chatbot solutions, reducing costs and serving increasingly tech-savvy consumers. Chatbots are one of the way to facilitate two-way communication, replacing channels such as phone, email or text. The objective is to provide quick service and transactional support. Throughout this e-programme, we will understand the significance of AI chatbots in the banking sector and what exactly are the challenges in developing chatbots.

Objective

To provide the basic understanding of AI chatbots for customer engagement, examples and the future.

Contents

- Evolution and Potential benefits of Chatbot systems
- Key factors of a well-designed chatbot
- AI, ML and NLP-based technologies behind chatbot systems
- Open source tools to design a basic chatbot system
- Use cases

Mode of Teaching

Online teaching plus learning inputs through reading material, videos, webinars, assignments, quizzes, online interactions and clarifications. Each e-Programme will have four live webinars and course material will be made available in advance for study.

Who Can Participate?

IT officers in banks and financial institutions, including officers involved in vendor management for ongoing support.

End Use:

Participants will have a better understanding of the concepts and the steps involved in the development of AI Chatbots. This programme will enhance knowledge about the technologies behind the popular Chatbot systems.

Programme Coordinator:

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Fees:

For Indian Participants

- RRBs & Coop Banks: Rs. 8,850/- (Rs. 7,500/- + 18% GST)
- All Other Banks & FI's: Rs. 11,800/- (Rs. 10,000/- + 18% GST)

For International Participants

- US \$ 175 (per participant, All inclusive)

Bank Account Details for Remittance of Fees

The fees for this e-programme can be remitted to the following accounts:

For Indian Participants

Account Name: IDRBT
Bank & Branch: Axis Bank Limited, Humayun Nagar, Mehdiapatnam, Hyderabad
Account No. : 426010100018823
MICR Code : 500211012
IFSC Code : UTIB0000426

For International Participants

Receiver's Correspondent Bank : JP Morgan Chase, New York, USA
Swift Code : CHASUS33XXX
Fed Wire Routing Number : ABA 021000021
Beneficiary Bank & Branch : Axis Bank Ltd., Mumbai, India
Account Number : 0011407376
Beneficiary Bank Swift Code : AXISINBB

Ultimate Beneficiary

Account Name : IDRBT
Customer ID : 030021632
Account No. : 426010100018823
Bank & Branch : Axis Bank Ltd., Jubilee Hills, Hyderabad, India. (AXISINBB030)

Nominations

Banks may nominate any number of participants to these e-Programmes, which may be accepted on a first-cum-first-served basis. While nominating, please provide the details of the participants (Name, Designation, Bank, Mobile No/Phone No, email address, fees billing address, GST No. of the Bank.)

Apart from nominations by banks, staff members of banks can self-nominate themselves for these e-Programmes by providing their employee credentials and paying the programme fee latest by **July 12, 2020**.

How to Register

The nominations for these e-Programmes, and queries if any, may please be sent to eprogram@idrbt.ac.in. Please visit <https://www.idrbt.ac.in/eprogrammes> for more details about these programmes.
