

Other Programmes Scheduled in October 2022

S. No.	Programme	Date	Coordinator
1	Automated Testing of Software Applications	10 - 14	Dr. V. Radha
2	Virtualization and Cloud Computing	10 - 14	Dr. P. Syam Kumar
3	Proactive Fraud & Risk Management in Digital Payment Landscape	13 - 14	Dr. Susmita Mandal
4	Red Team & Blue Team Exercise	17 - 19	Dr. B. M. Mehtre
5	Re-imagining Customer Engagement with Conversational Chatbots	17 - 19	Dr. Mridula Verma
6	IoT Security	31 - Nov 04	Dr. Dipanjan Roy

Please visit our website for more details on programmes at : www.idrbt.ac.in/upcoming.html

Bank Account Details for Remittance of Fees

Account Name : IDRBT
 Bank : Axis Bank Limited
 Branch : Humayun Nagar (Mehdipatnam Ring Road) Branch, Hyderabad
 Account Number : 426010100018823
 IFSC Code : UTIB0000426
 GSTIN : 36AAAAI0204K1Z4.

Programme Office

Please contact our Programme Office for organizing Customized Programmes and/or any other queries related to programmes:

Mr. K. Srinivas
Administrative Executive

Mr. D. Chaitanya
Administrative Executive

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Re-imagining customer engagement with conversational Chatbots

Coordinator: **Dr. Mridula Verma**

October 17 – 19, 2022



Re-imagining customer engagement with conversational Chatbots

October 17 – 19, 2022

Coordinator: **Dr. Mridula Verma**, Assistant Professor, IDRBT

e-mail: vmridula@idrbt.ac.in

Introduction

From instantaneous translation to conversational interfaces, artificial-intelligence technologies are making ever more evident impacts on our lives. This is particularly true in the financial-services sector, where challengers are already launching disruptive AI-powered innovations. To remain competitive, incumbent banks must become “AI first” in vision and execution by transforming the full capability stack, including the engagement layer, AI-powered decision making, core technology and data infrastructure, and operating model. If fully integrated, these capabilities can strengthen engagement significantly, supporting customers' financial activities across diverse online and physical contexts with intelligent, highly personalized solutions delivered through an interface that is intuitive, seamless, and fast. Throughout this e-programme, we will examine how banks can take an AI-first approach to reimagining customer engagement, understand the significance of AI Chatbots in the banking sector and what exactly the challenges in developing Chatbots are.

Objective

To provide the basic understanding of conversational Chatbots for customer engagement, examples and the future.

Contents

- * Evolution of Chatbot systems and potential use cases
- * Key technologies behind a well-designed conversational Chatbot
- * Issues and challenges in successfully deploying a banking Chatbot

End Use

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

Who Can Participate?

Officials from IT Divisions of Banks and Financial Institutions, who are involved in projects related to Digital Banking and innovations.

Fee Details

Domestic Participants from

- * RRBs & Coop Banks : Rs. 41,300/- (Rs. 35,000/- + 18% GST)
- * All other Banks & FIs: Rs. 46,020/- (Rs. 39,000/- + 18% GST)

Foreign Participants from

- * SAARC Countries : US \$ 708/- (US \$ 600/- + 18% GST)
- * Other Countries : US \$ 1062/- (US \$ 900/- + 18% GST)

The fees for our programmes can be remitted through NEFT and the bank account details for fee payment available at: <http://bit.ly/PAYFEES>.

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Nominations

Nominations should be sent to us latest by **October 11, 2022** by email to program@idrbt.ac.in

While nominating, please provide the details of the participants (Name, Designation, Bank, Mobile No / Phone No., email address) along with the nominating authority details (Name, Designation, Bank, Mobile No / Phone No., email address, Fees billing address, GST No. of the bank).

Venue & Timings of Programme

Venue: IDRBT Timings: 9.30 AM to 5.30 PM

How to Reach IDRBT

A major landmark near Masab Tank flyover is NMDC. IDRBT is located just behind NMDC. Google Pin: <http://bit.ly/IDRBT>

Accommodation and Travel Plans

The boarding & lodging arrangements will be made at IDRBT, Hyderabad. The participants will be provided single occupancy a/c rooms.

Check-in : From 3.00 PM on Sunday, October 16, 2022.

Check-out : 7.00 AM on Thursday, October 20, 2022.