



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

RE-IMAGINING CUSTOMER ENGAGEMENT WITH CONVERSATIONAL CHATBOTS

May 09 – 12, 2022

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 are the challenges in developing chatbots.

Objective

To provide the basic understanding of conversational 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 conversational Chatbots. This programme will enhance knowledge about the technologies behind the popular Chatbot systems.

Programme Coordinator:

Dr. Mridula Verma, Assistant Professor, IDRBT; e-mail: vmridula@idrbt.ac.in

Fees:

For Indian Participants

- RRBs & Coop Banks: Rs. 11,800/- (Rs. 10,000/- + 18% GST)
- All Other Banks & Financial Institutions: Rs. 14,750/- (Rs. 12,500/- + 18% GST)

For International participants

- US \$ 220 (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 **May 06, 2022**.

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.

e-Programmes in May 2022

S. No.	Name of the e-Programme	Date	e-Programme Coordinator	Last Date for Nomination
1	Re-imagining customer engagement with conversational Chatbots	09 – 12	Dr. Mridula Verma	May 06, 2022
2	Introduction to Governance, Risks and Compliance	10 – 13	Dr. Abhishek Kumar Thakur	May 09, 2022
3	Continuous Security Validation	10 – 13	Dr. V. Radha	May 09, 2022
4	Secure Financial Infrastructure	10 – 13	Dr. Susmita Mandal	May 09, 2022
5	Cyber Security for Remote Working Scenario	17 – 20	Dr. Rajarshi Pal	May 16, 2022
6	Proactive Cyber Defence Strategies	17 – 20	Dr. Dipanjan Roy	May 16, 2022
7	Dark Web Monitoring for Threat Intelligence	17 – 20	Dr. B. M. Mehtre	May 16, 2022
8	Introduction to Authentication Techniques	23 – 26	Dr. M.V.N.K. Prasad Dr. N.P.Dhavale	May 20, 2022
9	Explainable AI for Banks	24 – 27	Dr. V. Ravi	May 23, 2022
10	Big Data and Cloud	24 – 27	Dr. P. Syam Kumar	May 23, 2022

e-Programmes in June 2022

S. No.	Name of the e-Programme	Date	e-Programme Coordinator	Last Date for Nomination
1	Privacy Preserving Machine Learning for Banks	06 – 09	Dr. V. Ravi	June 03, 2022
2	Distributed Ledger Technology and Banking Applications	06 – 09	Dr. N. V. Narendra Kumar	June 03, 2022
3	5G Use Cases and IoT Applications for Banks	06 – 10	Dr. V. N. Sastry	June 03, 2022
4	Threats to Digital Payment Ecosystem	07 – 10	Dr. Susmita Mandal	June 06, 2022
5	Technologies for Financial Inclusion	07 – 10	Dr. M.V.N.K. Prasad	June 06, 2022
6	Emerging AI/ML Technologies	13 – 16	Dr. Mridula Verma	June 10, 2022
7	Workshop on Registration Authority Operations	14 – 17	Dr. N. P. Dhavale	June 13, 2022
8	Privacy and Security Risks in Machine Learning	14 – 17	Dr. Rajarshi Pal	June 13, 2022
9	RBI Guidelines on Cyber Security	20 – 23	Dr. Dipanjan Roy	June 17, 2022

10	Introduction to Containers	21 – 24	Dr. P. Syam Kumar	June 20, 2022
11	Targeted Attacks - Detecting in Early Stages	21 – 24	Dr. B. M. Mehtre	June 20, 2022
12	API Development	Jun 28 – Jul 01	Dr. V. Radha	June 27, 2022