

# Virtual Bank Assistance: An AI Based Voice BOT for Better Banking

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**Abstract:** Chatbot, a computer program that simulates human conversation, or chat, through artificial intelligence an intelligence chat bot will be used to give information or answers to any question asked by user related to bank. It is more like a virtual assistant, people feel like they are talking with real person. They speak the same language we do, can answer questions. In banks, at user care centres and enquiry desks, human is insufficient and usually takes long time to process the single request which results in wastage of time and also reduce quality of user service. The primary goal of this chat bot is user can interact with mentioning their queries in plain English and the chat bot can resolve their queries with appropriate response in return The proposed system would help duplicate the user utility experience with one difference that employee and yet get the queries attended and resolved. It can extend daily life, by providing solutions to help desks, telephone answering systems, user care centers. This paper defines the dataset that we have prepared from FAQs of bank websites, architecture and methodology used for developing such chatbot. Also this paper discusses the comparison of seven ML classification algorithm used for getting the class of input to chat bot.

**Keywords:** ChatBot, Artificial Intelligence, Web Scrapping, php, My Sql

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