



# Major Bank uses Oracle Chatbots to save time and provide efficient service



# Major Commercial Bank in India – Chatbot using Oracle Cloud

## CUSTOMER PROFILE

National Bank.  
3500+  
branches.  
Network of 4240 ATMs.  
  
Rapidly expanding customer base.  
Opened one million customer accounts in a  
span of 3 months.

## REQUIREMENT

Develop a chatbot web application that can answer the following queries related to the bank's internal operations,

- Biometric Self-Help Solutions
- Frequently asked questions regarding national identity card seeding-payment

## SOLUTION

The solution is a web based application using Oracle Cloud PaaS services such as Oracle Mobile cloud service, Oracle Java cloud service and Database cloud service.

## RESULTS

Designed and develop a chatbot web application that is integrated with the bank's internal portal or any web application.

The chatbot reduces the workload on the IT and HR business resources and frees them to concentrate on more strategic responsibilities.

Can effectively transition control over to a human when the employee needs to obtain additional information or complete a HR related transaction.

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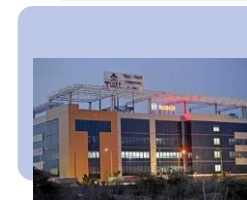
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