AI-Powered Customer Service in Banking Training Course

Professional Development Training Course Outline

Category	Banking Institute	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

The banking industry is undergoing a rapid AI-driven digital transformation, where Artificial Intelligence (AI), Machine Learning (ML), Generative AI, Natural Language Processing (NLP), and Predictive Analytics are redefining customer engagement. Financial institutions are increasingly adopting AI-powered customer service solutions, including intelligent chatbots, virtual banking assistants, AI-powered contact centers, voice bots, customer sentiment analysis, and hyper-personalized banking experiences to enhance operational efficiency, reduce costs, improve compliance, and deliver seamless omnichannel customer support. As customer expectations continue to evolve, banks must embrace innovative technologies that provide faster response times, intelligent automation, proactive service delivery, fraud detection, and real-time decision-making while maintaining the highest standards of security and regulatory compliance.

AI-Powered Customer Service in Banking Training Course equips banking professionals with practical knowledge and strategic insights into implementing and managing AI-powered customer service ecosystems. Participants will explore cutting-edge technologies such as Generative AI, Conversational AI, Robotic Process Automation (RPA), Large Language Models (LLMs), AI governance, Responsible AI, customer journey analytics, AI-driven CRM, and digital banking transformation. Through real-world case studies, hands-on discussions, and industry best practices, learners will gain the expertise needed to enhance customer satisfaction, improve operational resilience, strengthen fraud prevention, optimize customer experience (CX), and future-proof banking services in an increasingly digital financial landscape.

Programme Curriculum

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Course Duration

5 days

Course Objectives

By the end of this training, participants will be able to:

1. Understand AI-Powered Customer Service trends transforming modern banking.
2. Implement Generative AI for intelligent customer interactions.
3. Apply Conversational AI and AI Chatbots to improve customer engagement.
4. Optimize Omnichannel Customer Experience (CX) using AI technologies.
5. Leverage Machine Learning for customer behavior prediction and personalization.
6. Integrate AI-powered CRM with banking customer service platforms.
7. Utilize Natural Language Processing (NLP) for intelligent customer support.
8. Strengthen Fraud Detection, AML, and Risk Analytics using AI.
9. Improve operational efficiency through Robotic Process Automation (RPA).
10. Develop Responsible AI, AI Governance, and ethical banking practices.
11. Analyze customer data using Predictive Analytics and Business Intelligence.
12. Measure Customer Experience (CX), Customer Satisfaction (CSAT), and Net Promoter Score (NPS) using AI-driven insights.
13. Design an enterprise roadmap for Digital Banking Transformation using AI innovation.

Target Audience

- Bank Customer Service Managers
- Branch Managers
- Contact Center Managers
- Relationship Managers
- Digital Banking Professionals
- Operations and Process Improvement Teams
- Compliance and Risk Management Officers

- Banking Technology and Innovation Teams

Course Modules

Module 1: Introduction to AI in Banking Customer Service

- Evolution of AI in financial services
- Digital banking transformation strategies
- AI ecosystem in banking
- Benefits and challenges of AI adoption
- Future trends in intelligent banking
- **Case Study:** AI-enabled customer service transformation at a leading global retail bank.

Module 2: Generative AI and Conversational Banking

- Introduction to Generative AI
- Large Language Models (LLMs)
- AI virtual assistants
- Intelligent banking chatbots
- Prompt engineering for banking applications
- **Case Study:** Deployment of an AI chatbot that reduced customer response times and increased first-contact resolution.

Module 3: AI-Driven Customer Experience (CX)

- Hyper-personalization strategies
- Customer journey mapping
- AI recommendation engines
- Customer sentiment analysis
- Omnichannel engagement
- **Case Study:** Personalized banking services using AI-driven customer analytics.

Module 4: Intelligent Contact Centers

- AI-powered call centers
- Voice AI and speech analytics
- Intelligent call routing
- Agent assist technologies
- Automated customer interactions
- **Case Study:** AI-powered contact center improving customer satisfaction and reducing operational costs.

Module 5: Fraud Detection and Risk Management

- AI fraud detection systems
- Anti-Money Laundering (AML)
- Behavioral analytics
- Transaction monitoring
- Real-time fraud prevention
- **Case Study:** Machine learning models identifying suspicious banking transactions with improved detection accuracy.

Module 6: AI Automation and Process Optimization

- Robotic Process Automation (RPA)
- Intelligent document processing
- Workflow automation
- AI-powered service operations
- Operational efficiency measurement
- **Case Study:** Automation of customer onboarding resulting in faster account opening and reduced processing errors.

Module 7: AI Governance, Compliance and Ethics

- Responsible AI principles
- AI governance framework
- Data privacy and cybersecurity
- Regulatory compliance
- AI risk management
- **Case Study:** Building an AI governance model to ensure compliance with banking regulations while maintaining customer trust.

Module 8: Building the Future AI Customer Service Strategy

- AI implementation roadmap
- Digital transformation planning
- Change management
- AI performance measurement (KPIs)
- Emerging AI innovations in banking
- **Case Study:** Enterprise-wide AI transformation strategy that enhanced customer loyalty, operational efficiency, and digital innovation.

Training Methodology

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com