BLACKBIRD FOR TRAINING

AI in Banking: Enhancing Operations and Customer Engagement

4 – 8 July 2027
Online



AI in Banking: Enhancing Operations and Customer Engagement

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Introduction

Artificial intelligence has become an influential tool in the development of the banking sector. It helps banks and financial institutions improve operational efficiency, deliver faster and more accurate services, and enhance customer experience through smarter digital solutions. As the reliance on data and intelligent systems continues to grow, banking institutions need a practical understanding of how artificial intelligence can be used in areas such as customer service, risk management, fraud detection, data analysis, and process automation.

This course focuses on AI in banking: enhancing operations and customer engagement from a practical and structured perspective. It connects essential concepts with real applications used across banks and financial institutions. The course also explains how artificial intelligence can support decision-making, improve operational efficiency, strengthen digital banking services, and raise the quality of customer interaction.

The course is structured over one week in a logical sequence. It begins with an introduction to artificial intelligence in banking, then moves into operational improvement, data analysis, customer engagement, risk management, governance, and practical applications that help participants understand how to use artificial intelligence in a modern banking environment.

Course Objectives

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

- Understand the role of artificial intelligence in developing the banking and financial services sector.
- Identify key applications of artificial intelligence within banks and financial institutions.
- Analyze the impact of artificial intelligence on improving banking operations.
- Understand how data can be used to support banking decisions.
- Recognize the role of artificial intelligence in improving customer experience.
- Explore the use of intelligent assistants and chatbots in customer service.
- Understand how artificial intelligence supports fraud detection and risk analysis.
- Identify methods for automating banking processes and reducing manual procedures.
- Analyze the impact of artificial intelligence on efficiency, speed, and service quality.
- Understand governance, privacy, and security requirements when using artificial intelligence.
- Evaluate opportunities and challenges related to artificial intelligence implementation in banking institutions.
- Develop a practical concept for using artificial intelligence to improve a banking service or process.



Course Outlines

Day 1: Introduction to Artificial Intelligence in Banking

- The concept of artificial intelligence and its role in developing banking services.
- The evolution of intelligent technologies within banks and financial institutions.
- The relationship between data, analytics, and artificial intelligence in banking operations.
- Key areas where artificial intelligence is used in the banking sector.
- The impact of artificial intelligence on decision quality and operational efficiency.
- Discussion of practical examples of artificial intelligence in financial services.

Day 2: Improving Banking Operations Using Artificial Intelligence

- Analyzing banking operations that can be improved through artificial intelligence.
- The role of intelligent automation in reducing time, effort, and operational costs.
- Using artificial intelligence to process repeated requests and transactions.
- Improving process accuracy by reducing manual errors.
- Measuring the impact of artificial intelligence on productivity and execution quality.
- Practical application of identifying improvement opportunities within a banking process.

Day 3: Data Analysis and Banking Decision Support

- The importance of data in building artificial intelligence solutions inside banks.
- Collecting and organizing banking data for analytical use.
- Using predictive analytics to understand customer behavior and market trends.
- Supporting marketing, sales, credit, and customer service decisions using data.
- Reading indicators and results generated by intelligent analytical models.
- Practical application of analyzing a banking case and linking results to management decisions.

Day 4: Enhancing Customer Experience and Digital Services

- The role of artificial intelligence in improving the customer journey inside banks.
- Using intelligent assistants and chatbots in customer service.
- Personalizing offers and services based on customer behavior and needs.
- Improving response speed and interaction quality across digital channels.
- Measuring customer satisfaction through data and performance indicators.
- Practical application of designing an artificial intelligence-supported banking service experience.



Day 5: Risk Management, Governance, and Integrated Application

- Using artificial intelligence to detect fraud and unusual activities.
- Analyzing credit, operational, and liquidity risks using intelligent models.
- Privacy, security, and compliance requirements in banking artificial intelligence applications.
- Governance of artificial intelligence use and ensuring transparency and accountability.
- Reviewing potential challenges when applying artificial intelligence in banks.
- Integrated application for developing a practical concept for an artificial intelligence-based banking solution.

Why Attend this Course: Wins & Losses!

- Gain practical understanding of the role of artificial intelligence in banking development.
- Improve the ability to analyze artificial intelligence opportunities inside banks.
- Understand how banking operations can be improved and repetitive procedures reduced.
- Develop the ability to use data to support banking decisions.
- Explore methods for improving customer experience through intelligent solutions.
- Understand the role of intelligent assistants and chatbots in customer service.
- Strengthen knowledge of fraud detection and risk management applications.
- Understand governance, privacy, and security requirements in artificial intelligence applications.
- Improve the ability to evaluate the feasibility of artificial intelligence solutions.
- Connect artificial intelligence with operational performance, customer satisfaction, and service quality.

Conclusion

The AI in Banking: Enhancing Operations and Customer Engagement course provides a practical training framework that helps participants understand how artificial intelligence can be used inside banks and financial institutions in an organized way that is linked to business needs. The course covers the essential areas required to understand the impact of artificial intelligence on operations, data, customer service, risk management, and governance.

The program moves gradually from general concepts to practical applications. It begins by explaining the role of artificial intelligence in banking and then moves into improving operations, analyzing data, and enhancing customer experience before addressing risk, privacy, and governance. This sequence helps participants understand how artificial intelligence can be transformed from a technical concept into a practical tool that supports institutional performance.

Through the integrated application on the final day, participants will connect the course topics with a realistic banking case, analyze opportunities for using artificial intelligence, and define requirements, risks, and success indicators. The course provides practical knowledge that can be applied across banking functions such as operations, customer service, risk management, marketing, digital transformation, and compliance, supporting improved service quality and stronger operational performance.

