



System and Method of Curating Banking Data for Customer Service Chatbots

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Research Area: Conversational AI and Natural Language Processing (NLP)

Abstract

This patent presents a system and method for curating banking data aimed at constructing a comprehensive dataset to evaluate the efficacy of chatbots in banking customer service. The method utilizes a top-down approach for categorization and data preparation, systematically decomposing complex tasks from general to specific. Unlike existing techniques such as manual annotation, automatic annotation, and crowdsourcing, this approach first collects dialogues and questions pertaining to major categories to ensure comprehensive coverage of subcategories. Targeted dialogues and questions are then gathered based on specific subcategory requirements. This methodical categorization strategy facilitates the creation of a robust dataset, enhancing the assessment of chatbot performance in banking customer service.