QUEST
Professional Center

PROFESSIONAL TRAINING COURSE

Course No. 1274

AI in Banking & Financial Services Training Course

AI FOR INDUSTRY
ARTIFICIAL INTELLIGENCE & APPLICATIONS

DURATION
5 Days

DELIVERY
Classroom

Course Overview

The AI in Banking & Financial Services Training Course is an advanced professional program designed to equip executives, banking managers, financial professionals, technology leaders, data specialists, risk professionals, and decision-makers with the knowledge and practical capabilities required to understand and apply Artificial Intelligence across modern banking and financial services. As financial institutions manage large volumes of customer, transaction, market, operational, and regulatory data, AI provides significant opportunities to strengthen decision-making, improve customer experiences, enhance operational efficiency, manage financial risks, and support digital transformation.

The course explores practical applications of Artificial Intelligence, Machine Learning, Predictive Analytics, Generative AI, Natural Language Processing, intelligent automation, and advanced data analytics across banking operations and financial services. Participants will examine AI applications in credit assessment, fraud detection, anti-money laundering, customer analytics, personalized financial services, risk management, investment analysis, financial forecasting, regulatory compliance, customer service, process automation, and digital banking.

A central focus of the program is the transformation of financial and banking data into actionable intelligence. Participants will learn how to identify relevant data sources, evaluate data quality, recognize patterns and anomalies, and assess AI use cases according to business value, feasibility, risk, and regulatory requirements. The course also examines how AI can support credit decisions, financial risk assessment, customer segmentation, transaction monitoring, operational forecasting, and intelligent financial decision-making.

The program also addresses the governance and risk considerations associated with AI adoption in financial institutions, including data privacy, cybersecurity, model risk, bias, explainability, regulatory compliance, responsible AI, human oversight, and organizational readiness. Through practical banking scenarios, case studies, workshops, and implementation exercises, participants will learn how to prioritize AI initiatives and align them with profitability, operational efficiency, customer experience, financial inclusion, risk management, compliance, and long-term digital transformation objectives.

Objectives

- Analyze banking and financial processes to identify high-value opportunities for Artificial Intelligence implementation.
- Develop a comprehensive understanding of AI, Machine Learning, Predictive Analytics, Generative AI, and intelligent automation in financial services.
- Evaluate banking, customer, transaction, financial, and operational data for AI-supported analysis and decision-making.
- Apply Predictive Analytics concepts to credit assessment, customer behavior, financial forecasting, and risk management.
- Design AI-enabled approaches for fraud detection, transaction monitoring, and financial crime prevention.
- Improve customer experience through AI-supported personalization, customer analytics, intelligent service, and digital engagement.
- Evaluate AI applications across retail banking, corporate banking, investment services, treasury, lending, insurance, and financial operations.
- Strengthen the use of AI in risk management, compliance, regulatory reporting, and Anti-Money Laundering processes.
- Assess AI-related model risk, data privacy, cybersecurity, bias, transparency, and explainability requirements.
- Evaluate the technological and organizational readiness required to implement AI across banking and financial institutions.
- Align AI initiatives with business strategy, profitability, customer experience, risk appetite, regulatory requirements, and digital transformation objectives.
- Develop a practical AI implementation roadmap for a defined banking or financial services environment with measurable performance indicators.

Who Should Attend

The AI in Banking & Financial Services Training Course is designed for banking executives, financial institution leaders, branch and operations managers, credit managers, risk managers, compliance managers, finance managers, treasury professionals, investment professionals, digital banking leaders, customer experience managers, technology managers, data managers, cybersecurity professionals, and digital transformation leaders.

The course is particularly relevant for professionals working in retail banking, corporate and commercial banking, credit and lending, risk management, compliance, Anti-Money Laundering, fraud prevention, treasury, investment banking, wealth management, financial planning, finance and accounting, customer service, digital banking, payments, and banking operations. It is also suitable for data analysts, data scientists, AI specialists, business analysts, financial analysts, model risk professionals, and professionals involved in banking technology and analytics.

The program is also valuable for senior decision-makers, innovation leaders, enterprise architects, strategic planning professionals, regulatory and compliance specialists, and transformation teams who need to understand how Artificial Intelligence can be integrated responsibly into financial institutions while maintaining appropriate governance, security, regulatory compliance, risk controls, and human oversight.

Learning Outcomes

- By the end of the AI in Banking & Financial Services Training Course, participants will be able to:
- Explain the strategic role of Artificial Intelligence in modern banking and financial services.
- Identify and prioritize AI use cases across banking operations, lending, risk, compliance, finance, investment, and customer services.
- Analyze customer, transaction, financial, and operational data to identify patterns, trends, anomalies, and business opportunities.
- Apply Predictive Analytics concepts to credit risk, customer behavior, financial forecasting, and operational performance.
- Evaluate AI applications for fraud detection, transaction monitoring, Anti-Money Laundering, and financial crime prevention.
- Design AI-enabled approaches for customer segmentation, personalization, service optimization, and digital engagement.
- Assess the use of Generative AI and Natural Language Processing in banking operations, financial analysis, customer service, and documentation.
- Evaluate AI applications in financial risk management, investment analysis, treasury, lending, and portfolio-related decision-making.
- Apply principles of AI governance, data privacy, cybersecurity, model risk management, transparency, and responsible AI.
- Assess organizational, technological, data, and regulatory readiness for implementing AI initiatives in financial institutions.

- Develop performance indicators for measuring AI impact on efficiency, customer experience, risk, compliance, revenue, and operational performance.
- Prepare a structured AI implementation roadmap aligned with the institution's strategic and regulatory priorities.

Course Outline

DAY 01

Foundations of AI in Banking & Financial Services

- Artificial Intelligence and its strategic role in the future of banking and financial services
- Fundamentals of AI, Machine Learning, Predictive Analytics, Generative AI, and intelligent automation
- Banking data ecosystems and sources of customer, transaction, financial, and operational data
- AI applications across retail banking, corporate banking, lending, payments, investment, treasury, and digital banking

> **PRACTICAL APPLICATION**
> Assessing AI readiness and identifying high-value AI opportunities within a financial institution

DAY 02

AI for Banking Operations, Customers, and Credit

- AI applications in banking operations and process optimization
- Customer analytics, segmentation, personalization, and behavioral prediction
- AI-supported credit assessment, credit scoring, lending decisions, and portfolio analysis
- Generative AI and Natural Language Processing for customer service, documentation, and knowledge management

> **PRACTICAL APPLICATION**
> Designing an AI use case for improving customer experience, credit decision-making, or banking operations

DAY 03

AI for Risk, Fraud, Compliance, and Financial Crime

- Predictive Analytics for banking risk management and financial risk assessment
- AI-powered fraud detection and transaction monitoring
- Machine Learning applications in Anti-Money Laundering and financial crime prevention
- AI for regulatory compliance, monitoring, reporting, and control activities

> **PRACTICAL APPLICATION**
> Developing an AI-enabled fraud, AML, compliance, or risk management use case

DAY 04

AI Governance, Data, Security, and Responsible Banking AI

- Data quality, data governance, and AI-ready financial data strategies
- Model risk management, model validation, bias, explainability, and transparency
- Data privacy, cybersecurity, information protection, and financial technology risks
- Responsible AI, human oversight, regulatory considerations, and AI governance frameworks

> **PRACTICAL APPLICATION**
> Developing an AI governance and risk management framework for a banking institution

DAY 05

AI Strategy and Implementation in Financial Institutions

- Developing an enterprise AI strategy for banks and financial services organizations
- Prioritizing AI initiatives according to business value, feasibility, cost, risk, customer impact, and regulatory requirements
- Measuring AI performance through customer, financial, operational, risk, compliance, and efficiency KPIs
- Future trends in AI-powered banking, intelligent finance, digital banking, Generative AI, and financial technology

DAY 05 — CONTINUED

> **FINAL WORKSHOP**
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> Developing a comprehensive AI implementation roadmap for a banking or financial services organization, including prioritized use cases, data requirements, technology and integration considerations, governance requirements, cybersecurity controls, model risk management, implementation phases, workforce readiness, stakeholder engagement, performance indicators, risk management, and an action plan to improve customer experience, operational efficiency, financial performance, risk management, compliance, and digital transformation.

Register or Request More Information

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