QUEST
Professional Center

PROFESSIONAL TRAINING COURSE

Course No. 1079

Artificial Intelligence in Banking

DIGITAL BANKING, FINTECH & AI
FINANCE, INVESTMENT & BANKING

DURATION **5 Days**	DELIVERY **Classroom**
LOCATION **Baku, Azerbaijan**	DATES **28 Sept – 2 Oct 2026**

Scheduled Event Details

CITY	Baku, Azerbaijan
DATE	28 Sept – 2 Oct 2026
DELIVERY TYPE	Classroom
COURSE FEE	€4,800

Course Overview

Artificial Intelligence in Banking is a comprehensive professional training course designed to equip banking executives, managers, specialists, and decision-makers with the strategic knowledge and practical skills required to leverage Artificial Intelligence (AI) to transform banking operations, enhance customer experiences, strengthen risk management, and drive innovation. As financial institutions accelerate their digital transformation journeys, AI has become a critical enabler of operational excellence, intelligent automation, fraud prevention, personalized banking services, and data-driven decision-making.

This course provides participants with a comprehensive understanding of Artificial Intelligence technologies and their practical applications across the banking sector. Participants will explore machine learning, generative AI, natural language processing (NLP), predictive analytics, intelligent automation, robotic process automation (RPA), AI-powered customer service, credit risk modeling, fraud detection, financial crime prevention, treasury analytics, and personalized banking solutions. The program demonstrates how AI is reshaping traditional banking processes while improving efficiency, accuracy, scalability, and customer engagement.

The course also examines the relationship between Artificial Intelligence in Banking and Digital Banking Transformation, Financial Technology (FinTech), Enterprise Risk Management, Regulatory Compliance, Cybersecurity, Data Governance, Responsible AI, Model Risk Management, Customer Experience (CX), Customer Relationship Management (CRM), Operational Excellence, and Strategic Innovation. Participants will learn how to develop AI strategies that align technological innovation with governance, regulatory requirements, ethical considerations, and long-term business objectives.

Through interactive workshops, practical banking case studies, AI implementation frameworks, business simulations, and real-world applications, participants will strengthen their ability to identify high-value AI opportunities, evaluate implementation challenges, manage AI-related risks, and successfully integrate intelligent technologies into banking operations. By the end of the course, participants will be equipped to lead AI-driven transformation initiatives that improve organizational performance, increase operational efficiency, strengthen compliance, enhance customer value, and support sustainable growth within the rapidly evolving financial services industry.

Objectives

- Analyze Artificial Intelligence in Banking concepts and evaluate their impact on operational efficiency, customer experience, risk management, and strategic decision-making by the end of the course.
- Develop AI adoption strategies aligned with banking business objectives and digital transformation initiatives.
- Evaluate AI technologies, machine learning models, and intelligent automation solutions for banking applications.
- Apply Artificial Intelligence techniques to improve customer service, operational processes, lending decisions, fraud prevention, and financial analysis.
- Design AI-enabled banking solutions that enhance customer engagement, productivity, and service quality.
- Improve decision-making through predictive analytics, intelligent data analysis, and AI-powered business insights.
- Strengthen governance by implementing Responsible AI principles, model risk management, regulatory compliance, cybersecurity, and data governance practices.
- Implement Key Performance Indicators (KPIs), AI performance metrics, operational efficiency measures, and customer experience indicators to evaluate AI initiatives.
- Assess the business impact of generative AI, natural language processing, intelligent automation, predictive analytics, and emerging AI technologies on banking operations.
- Align Artificial Intelligence initiatives with enterprise strategy, innovation management, digital transformation, operational excellence, customer experience, and sustainable organizational growth before course completion.

Who Should Attend

This course is designed for Chief Executive Officers, Chief Digital Officers, Chief Information Officers, Digital Transformation Managers, Artificial Intelligence Managers, Innovation Managers, Banking Operations Managers, Risk Managers, Compliance Managers, Data Analytics Professionals, Information Technology Managers, Product Managers, Customer Experience Managers, Fraud Prevention Specialists, Financial Crime Professionals, Treasury Managers, Internal Auditors, Business Analysts, Project Managers, and professionals responsible for digital innovation and banking technology.

The program is equally valuable for executive leadership teams, retail banking managers, corporate banking managers, central bank professionals, government financial institution executives, FinTech professionals, cybersecurity specialists, consultants, regulatory professionals, operational excellence leaders, and decision-makers responsible for implementing AI-driven transformation, improving banking performance, strengthening governance, and developing future-ready financial institutions.

Learning Outcomes

- By the end of this course, participants will be able to:
- Develop strategic Artificial Intelligence implementation roadmaps for banking organizations.
- Evaluate AI technologies and identify practical opportunities for operational improvement and innovation.
- Apply machine learning, predictive analytics, and intelligent automation to banking operations.
- Design AI-enabled customer service and personalized banking solutions.
- Utilize artificial intelligence to strengthen fraud detection, financial crime prevention, credit assessment, and operational decision-making.
- Strengthen governance through Responsible AI, regulatory compliance, cybersecurity, model risk management, and data governance practices.
- Prepare executive dashboards using AI performance metrics, KPIs, operational efficiency indicators, and customer experience measurements.
- Integrate Artificial Intelligence with Digital Banking Transformation, FinTech, Enterprise Risk Management, Customer Experience, and Strategic Planning.
- Assess the organizational impact of generative AI, natural language processing, intelligent automation, and advanced analytics within banking environments.

- Develop a practical implementation roadmap that accelerates AI adoption, improves operational excellence, enhances customer value, strengthens governance, optimizes business performance, supports innovation, and enables sustainable digital transformation.

Course Outline

DAY 01

Foundations of Artificial Intelligence in Banking

- Introduction to Artificial Intelligence and machine learning
- AI trends shaping the future of banking
- Digital transformation and intelligent banking
- AI opportunities across banking operations

PRACTICAL APPLICATION OR DISCUSSION

Identifying AI opportunities within financial institutions

DAY 02

AI Applications Across Banking Functions

- Intelligent customer service and virtual assistants
- Credit risk assessment and lending analytics
- Fraud detection and financial crime prevention
- Intelligent process automation and operational efficiency

PRACTICAL APPLICATION OR DISCUSSION

Evaluating AI use cases across banking operations

DAY 03

Data, Analytics, and Intelligent Decision-Making

- Predictive analytics and business intelligence
- Natural Language Processing (NLP) applications

DAY 03 — CONTINUED

- Generative AI in banking operations
- AI-driven customer personalization and relationship management

PRACTICAL APPLICATION OR DISCUSSION

Designing AI-powered banking solutions

DAY 04

AI Governance, Risk, and Regulatory Compliance

- Responsible AI principles and ethical considerations
- AI governance and model risk management
- Regulatory compliance and data governance
- Cybersecurity considerations for AI-enabled banking

PRACTICAL APPLICATION OR DISCUSSION

Developing an AI governance framework

DAY 05

Implementing AI for Future Banking Success

- Building enterprise AI strategies
- Managing organizational change and AI adoption
- Measuring AI performance using KPIs and business value indicators
- Future trends in Artificial Intelligence and banking innovation

FINAL WORKSHOP

Developing a comprehensive Artificial Intelligence in Banking implementation roadmap that includes AI strategy, machine learning applications, intelligent automation, predictive analytics, generative AI opportunities, fraud prevention, customer experience enhancement, regulatory compliance, Responsible AI governance, cybersecurity, model risk management, performance measurement, organizational change management, and continuous innovation initiatives to improve operational excellence, strengthen competitiveness, accelerate digital transformation, and support sustainable banking growth.

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Register or Request More Information

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