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COURSE BROCHURE

# Generative AI for Bank Operations and Service Training Course

18 – 22 April 2027
Abu Dhabi

# Generative AI for Bank Operations and Service Training Course

**Ref:** 53_1350 **Date:** 18 – 22 April 2027 **Location:** Abu Dhabi **Fees:** 6500 GBP

Generative AI for Bank Operations and Service is a 1-week training course for banking managers, retail and corporate banking leads and operations professionals, who leave with a GenAI service blueprint for one contact centre or back-office process. Language models now draft replies, summarise case files and read onboarding packs that once took staff hours. Jupiter Prime Training runs this course on generative AI for bank operations and service for those who run these desks.

## Why Generative AI for Bank Operations and Service Matters Now

Three forces shape generative AI for bank operations and service today: customers who message at any hour and expect a correct answer in their own words, back offices buried in statements, contracts and trade documents, and staff who already try public chat tools without approved guardrails. Banks that channel this well shorten handling times and free experienced staff for complex cases; those that do not face invented answers, exposed client details and complaints that reach the board. Examples come from retail contact centres and corporate trade operations. Controls rest on ISO/IEC 42001 for AI management systems and the NIST AI Risk Management Framework AI RMF.

## Who Gains Most from Generative AI for Bank Operations and Service

- Contact centre and branch service leads responsible for response quality and handling time
- Retail banking leads who own digital channels, complaints and customer messaging
- Corporate banking leads accountable for onboarding packs, client correspondence and trade files
- Operations managers who run reconciliations, payment exceptions and document queues
- Operational risk and compliance professionals who approve assistant scope and escalation rules

The strongest gain comes when a service lead, an operations manager and a compliance reviewer from one bank attend together.

## Generative AI for Bank Operations and Service Capabilities

Participants learn to place assistants, summarisers and document readers where they shorten queues without weakening control.

- Map service journeys and back-office queues for generative AI opportunities — operations heads
- Design a retrieval-grounded service assistant with tone, scope and hand-off rules — channel owners
- Specify document summarisation and extraction for onboarding and trade files — document processing leads
- Test assistant answers for accuracy, hallucination and data leakage before release — compliance reviewers
- Calculate handling-time and quality gains against running costs — finance sponsors
- Build a GenAI service blueprint with owners, guardrails and measures — service leadership

## Key Generative AI for Bank Operations and Service Terms

- Large Language Model — a generative AI model trained on large text collections that drafts, summarises and answers questions in natural language.
- Retrieval-Augmented Generation — grounding an assistant's answers in approved bank policies and product sheets retrieved for each question.
- Agent Assist — a copilot that suggests replies, next steps and knowledge articles to a human agent during a live conversation.
- Intelligent Document Processing — combining character recognition and language models to read, classify and extract data from statements, contracts and trade documents.
- Hallucination — a confident but false answer produced by a language model, such as an invented fee or policy.
- Human Hand-Off — the rule that passes a conversation or case from an assistant to a staff member when confidence, risk or customer request demands it.

## Generative AI for Bank Operations and Service Day by Day

### Day 1: Service and Operations Pressures

- Customer Journey and Contact Reason Mapping — Where Generative AI Fits
- Back-Office Queue Analysis — Statements, Exceptions and Correspondence Volumes
- Large Language Model Capabilities and Limits — Service Task Suitability
- Knowledge Base and Policy Content Readiness — Grounding Source Decisions
- Build, Buy or Platform Copilot Options — Vendor Selection for Service

### Day 2: Customer Service Assistants

- Retrieval-Augmented Generation for Product and Policy Answers — Content Scope
- Conversation Design, Tone and Bilingual Replies — Brand Voice Choices
- Agent Assist and Suggested Replies — Contact Centre Workflow Changes
- Human Hand-Off and Complaint Escalation Rules — Customer Protection
- Prompt Templates and System Instructions — Consistency Across Channels

## Day 3: Document and Back-Office Automation

- Intelligent Document Processing for Onboarding Packs — Know Your Customer File Checks
- Trade Document Summarisation and Extraction — Discrepancy Review Support
- Case File and Call Summaries — Handover Quality Between Teams
- Payment Exception and Reconciliation Notes — Drafting Investigation Narratives
- Relationship Manager Copilots — Client Briefings and Correspondence Drafts

## Day 4: Guardrails and Measures

- Hallucination and Accuracy Testing With Golden Question Sets — Release Gates
- Client Data Masking and Access Rules — Confidentiality in Prompts
- ISO/IEC 42001 and NIST AI RMF Controls — Assistant Oversight Duties
- Handling Time, First-Contact Resolution and Quality Scores — Benefit Tracking
- Staff Roles, Training and Change Communication — Contact Centre Acceptance

## Day 5: Practising the GenAI Service Blueprint

- Chosen Process Profile and Pain Points — Applying Journey and Queue Mapping
- Assistant and Hand-Off Design — Applying Conversation and Retrieval Methods
- Document Automation Scope — Applying Summarisation and Extraction Methods
- Test Plan, Guardrails and Benefit Measures — Applying Release Gates
- GenAI Service Blueprint — Presentation to Service Leadership

## Applying Generative AI for Bank Operations and Service After the Course

- Build a golden set of fifty real customer questions and score one assistant's answers for accuracy and hand-off
- Time one document queue before and after a summarisation trial and report the change to operations leadership

## Generative AI for Bank Operations and Service Questions FAQ

### What is generative AI for bank operations and service and why does it matter now?

Generative AI for bank operations and service means using language models to answer customers, assist agents and read documents. It matters now because message volumes and document queues keep rising while customers expect fast, accurate replies.

### Which roles gain most from generative AI for bank operations and service training?

Contact centre leads, retail and corporate banking leads, operations managers and compliance reviewers gain most. They decide which conversations and documents an assistant handles and when a person must take over.

## How does generative AI for bank operations and service training differ from a broader AI in banking course?

It concentrates on assistants, summaries and document handling rather than credit scoring or fraud models. You design service journeys, hand-off rules and document queues instead of risk models and lending decisions.

## What do you bring back from generative AI for bank operations and service training?

You bring back a blueprint for one service or back-office process. It sets the assistant design, document automation scope, guardrails, test plan and benefit measures, ready for service leadership to approve.

## Generative AI for Bank Operations and Service: The Way Forward

The GenAI service blueprint first informs which process receives a controlled assistant or document trial, whether a contact queue, onboarding pack or trade file desk. Service leads, operations managers and compliance reviewers use it to agree scope and hand-off rules. After the first month of live conversations, revisit the golden question set, since real customer wording drifts from test samples.