

# Revolutionizing Customer-Centric Banking Through ICT

Part of the Advances in E-Business Research Book Series

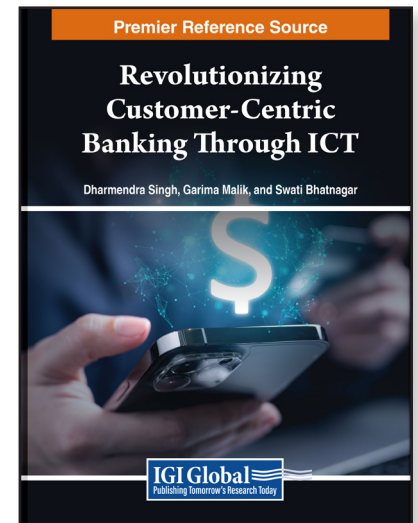
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## Description:

Many developing countries face a significant challenge: their population needs access to essential financial services. This financial exclusion limits their ability to save, invest, and participate fully in the economy. Despite the rapid advancements in information and communication technology (ICT), millions of people remain underserved by traditional banking systems. **Revolutionizing Customer-Centric Banking Through ICT** addresses this critical issue by exploring how ICT innovations can revolutionize financial services in developing countries.

By offering a comprehensive review of digital transformation in banking, the book highlights the potential of mobile banking, digital payment systems, and blockchain technology to bridge the financial inclusion gap. It showcases real-world examples and cutting-edge strategies, motivating entrepreneurs, financial institutions, and policymakers to embrace technology-driven financial solutions. The book also aims to educate readers about the transformative impact of ICT on financial services, empowering them to make informed decisions to enhance their economic well-being.

**Revolutionizing Customer-Centric Banking Through ICT** is a valuable resource for academics, researchers, practitioners, and policymakers seeking to understand and leverage the potential of ICT in transforming financial services. Through its insightful analysis and practical recommendations, the book offers a roadmap for increasing financial inclusion, reducing poverty, and driving economic growth in developing countries.



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## Topics Covered:

- AI-Powered Customer Support
- Blockchain Integration
- Chatbots
- Customer-Centric Banking
- Digital Banking Revolution
- Digital Finance Initiatives
- Digital Transformation in Banking
- Emerging Technologies
- FinTech Startups
- Future Banking Landscape
- Internet Banking
- Mobile Payments
- Omni-Channel Banking
- Peer-to-Peer Lending
- Quantum Computing

**Subject:** Computer Science & Information Technology

**Classification:** Edited Reference

**Readership Level:** Advanced-Academic Level (Research Recommended)

**Research Suitable for:** Advanced Undergraduate Students; Graduate Students; Researchers; Academicians; Professionals; Practitioners

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