CLIENT: A Leading Financial Institution

Accelirate
Accelerating Automation & AI

CHALLENGES:

Responding to the long list of customer inquiries - Account balance, transaction histories, basic banking information.

SOLUTION:

Virtual assistant powered by NLP and AI was fully integrated into the institution's website and mobile app.

RESULTS:

01. The AI assistant responded to customer inquiries via text and voice commands.

02. Made routine transactions easier - transferring funds, paying bills, reducing burdens on human agents.

03. Walked users through the institution's services, delivering a pleasant & efficient experience.