infopulse
Part of Nordic IT Group EVRY

AI-driven Banking Chatbot

Private banking assistant that recognizes a user's intentions and sentiments

>> *69% of consumers prefer chatbots for quick communication with brands.*

salesforce Drift Audience myclever

>> *The largest banks have already integrated virtual assistants into their systems.*

JPMorgan Chase & Co. HSBC BANK OF AMERICA ING [Deutsche Bank]

>> *Bank cost savings via chatbots to reach $7.3 billion by 2023.*

JUNIPER RESEARCH

Digital Banking of today exploits chatbots to achieve a three-fold purpose:

✓ Automate client queries

✓ Improve personalization experience

✓ Result in higher costs savings

Infopulse offers a multifaceted banking chatbot, customizable to a specific banking system.

WHAT FUNCTIONS CAN OUR BOT PERFORM?

- Provide information on personal bank accounts, balance, credit limit, bank's services and products, transaction history;

- Report on accruals, expanses and provide recommendations with visually informative charts and graphs;

- Handle common customer queries (password changing, etc.);

- Calculate and apply for a mortgage or loan;

- Send notifications on upcoming payments;

- Instantly pay bills and enable transfers.

WHAT MAKES THIS BOT SPECIAL?

- Our chatbot leverages the power of cognitive computing (LUIS, NLP) and Azure Bot Service to be able to determine not only a user's natural language intent but also specific interest or sentiment.

- With the help of Computer Vision API, Deep Learning and OCR, the bot can recognize images (e.g., photo of a delear's quote), computer-generated and handwritten text.

- Due to Speech-to-text technologies, it can be voice-activated and used on the go.

- The bot is coupled with secure Smart authentication (voice and face recognition).

- It connects to any external system – SAP, CRM, ERP, BI, custom apps, etc. Integration with Dynamics CRM, for example, and quick access to data, allows not only instantly answering to the customer's queries but also building visually rich finance reports.

- The bot is multilingual and automatically responds in the recognized language whether a user types or speaks.

The chatbot can be deployed across multiple communication channels:
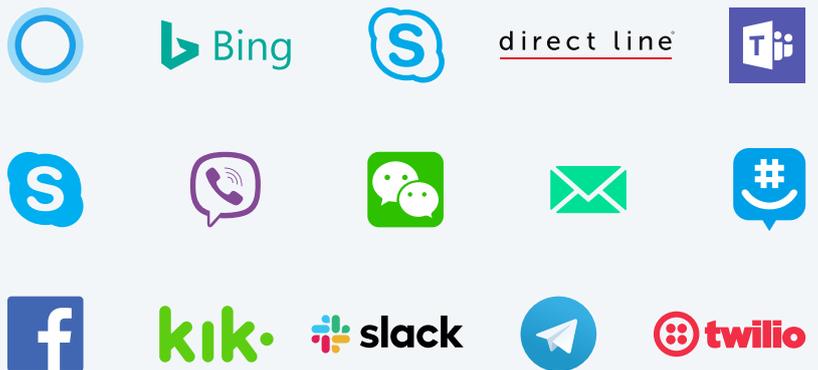
THE TECH STACK THAT POWERS OUR CHATBOT CAN BE INTEGRATED WITH BOTH CLOUD AND ON-PREMISE SERVICES:

WANT TO SEE OUR BOT IN ACTION?   Request a demo »

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