AI-driven Banking Chatbot

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

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.

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

✅ Automate client queries
✅ Improve personalization experience
✅ Result in higher costs savings

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

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

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

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

WHAT MAKES THIS BOT SPECIAL?

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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?

CONTACT US:

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