

# PRE-TRAINED CONVERSATIONAL MODELS FOR THE FINANCIAL INDUSTRY

FinBot consists of a pre-trained conversational model focusing on various banking domain related customer engagements, varying from savings accounts, loans, leasing, pawning, interest rates, credit cards, internet banking, general FAQ and integrations to core banking and credit card applications.

# REDEFINING CONVERSATIONAL BANKING

Our conversational model identifies a bank's customers' needs and provides them quick relevant responses with minimum human interaction.

- Automate repetitive customer engagements and tasks with minimum human intervention.
- Provide 24\*7 customer response on digital channels.
- Easing out processes on customers facing human agents on digital channels.
- Gather valuable data insights for product and campaign positioning with ongoing customer engagements.



## AUTOMATE & GET INSIGHTS

- Improve customer experience by providing quick information and resolutions.
- Automate repetitive activities for customer facing agents.
- Gain unforeseen insights with language understanding capabilities and consumer predictive models.



## PRE-TRAINED BANKING USE CASES

- Pre-trained banking language models.
- 24\*7 real-time customer response.
- Integration to core banking applications.
- Analytics and dashboards on conversational engagements.



## RAPID DEPLOYMENT & QUICK ROI

- Deployment done within 1-2 weeks.
- Up to 10-15 pre-trained banking language models and integrations.
- Cut down repetitive customer calls by 10-20%.

