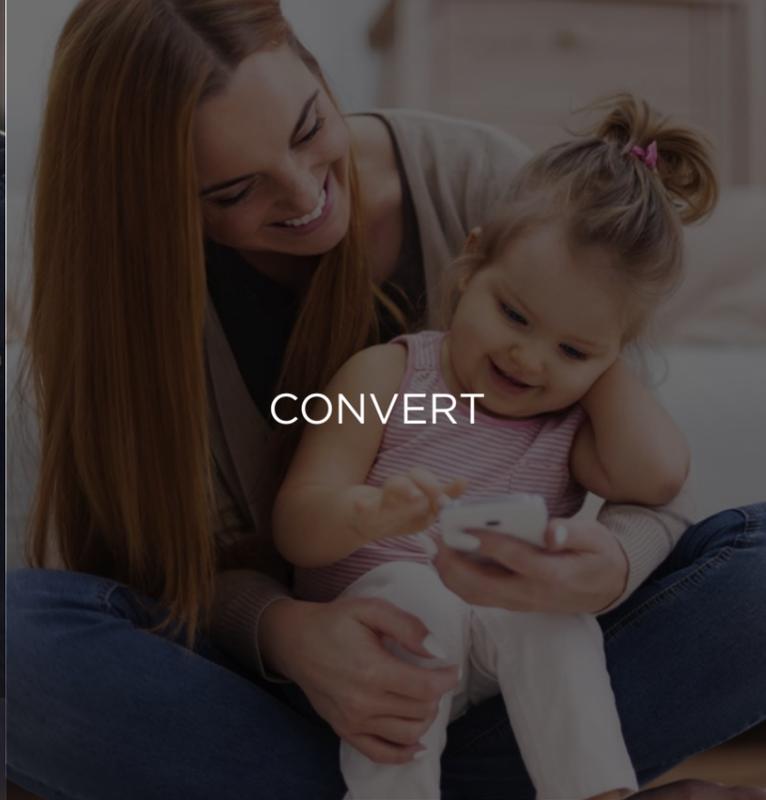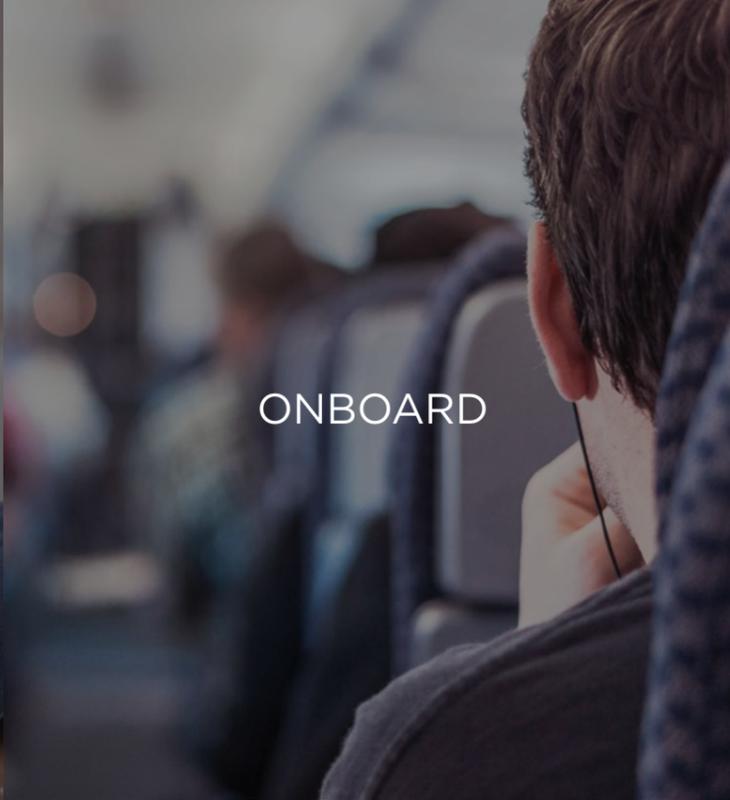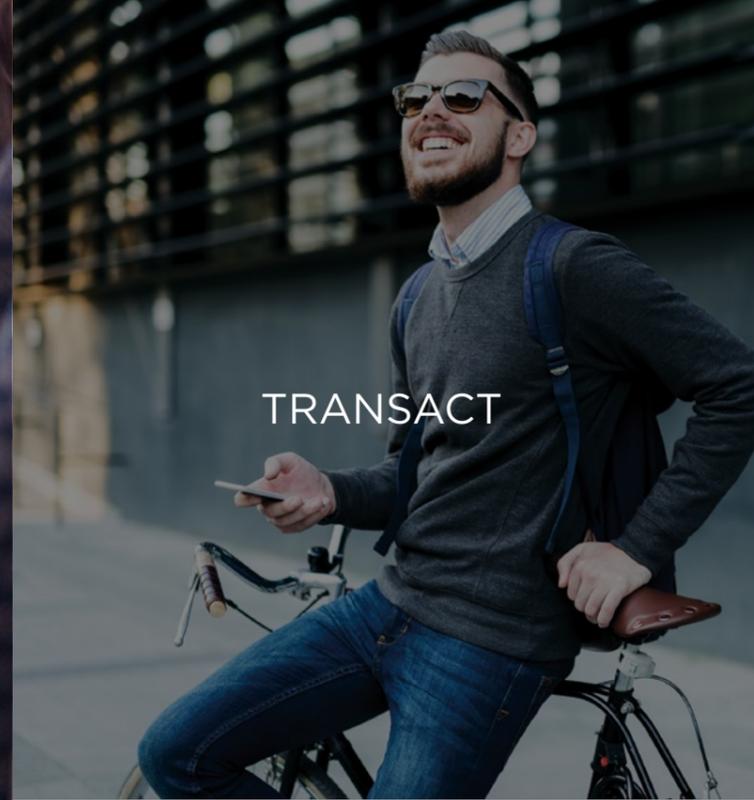ATTRACT

CONVERT

ONBOARD

TRANSACT

CONVERSATIONAL AI
FOR BANKING | PAYMENTS | SECURITIES | INSURANCE
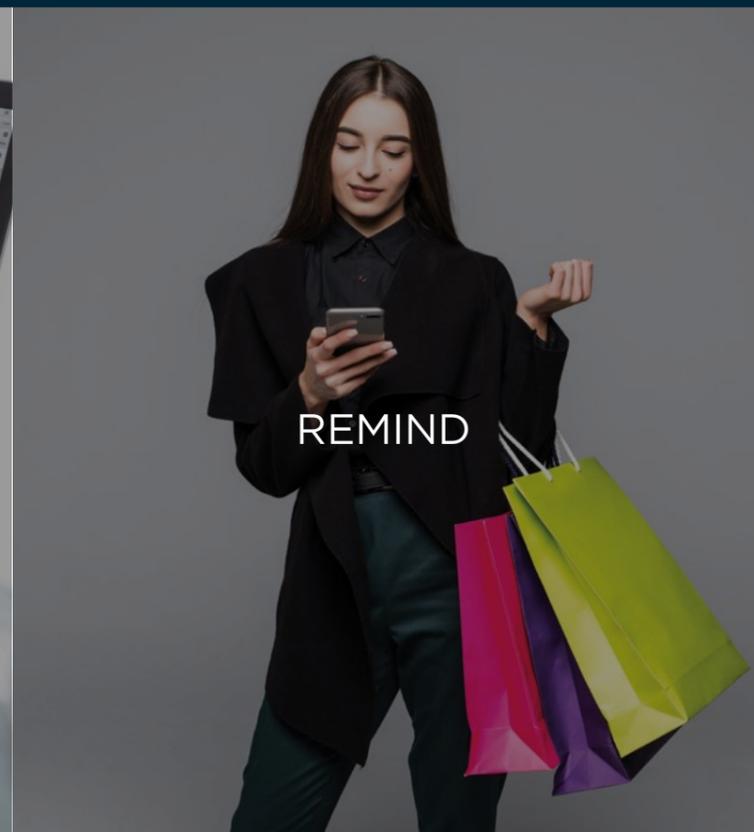
ACTIVE.Ai

SERVE

ENGAGE

PREDICT

REMIND

BUILD DELIGHTFUL DIGITAL EXPERIENCES

with our comprehensive end-to-end Conversational AI Platform across all engagement channels

01 ASSIST

Help your customers get the answers that they want. For example, product search, matching need to availability, assisting in navigating the plethora of links, how to (transfer funds overseas), where to find the (nearest ATM), what (deals are available on my card), why does (the bank need ...), which (collaterals are eligible for working capital loan).
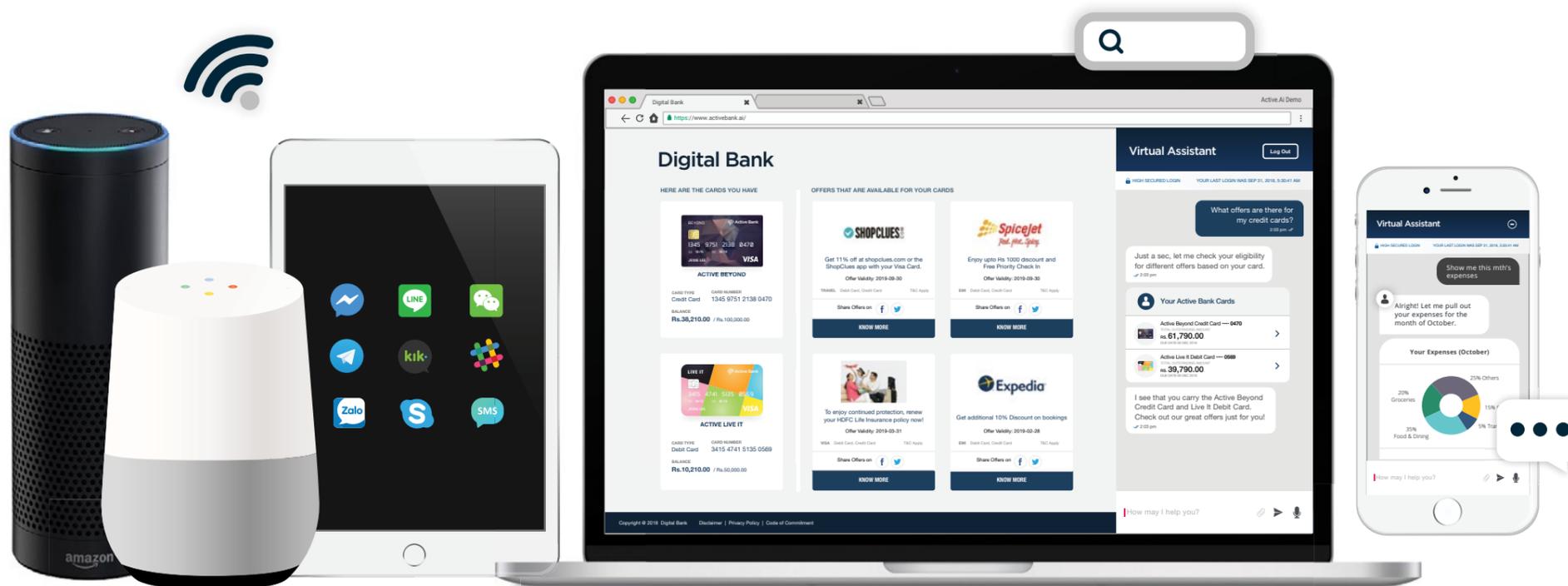
02 TRANSACT

Simplify money movement with a single personalised command to fulfil the requirement ("send pocket money to daughter and pay my phone bill"), invest in the market while watching the news with a voice command to Alexa ("start a weekly systematic plan in Franklin Small Cap for 100 dollars and buy 5 Apple at market price"), send a Facebook Messenger message to pay off the forgotten premium while reading about a friend's latest automobile purchase ("Renew my car insurance with number ending 2297").

Power your Customer Engagement channels with a robust platform designed to scale and collate all the institutional knowledge to provide the best conversational experience. Seamless delivery made consistent across all channels at different points of time. The customer-centric journey covers all grounds, understand sentiments and interpret emotions while remaining contextual. Only an end-to-end Conversational AI platform can take the engagement several levels deeper.

03 PREDICT

Re-imagine the experience of the conversational channel for your customers beyond the internet and mobile apps. Deepen the engagement with continuous learning of the conversation patterns to personalise the next steps pro-actively or help out in the time of need ("sorry, there's not enough balance to pay your card bills, would you like me to pay off minimum amount and convert the remaining to a personal loan – btw, your bill is high this month due to dinner outing of $500.") without the customer having to ask for it.

Be at the forefront of
RETAIL BANKING

To stay relevant, banks are keeping up with technological advancements and revolutionize their product and service offerings. Artificial Intelligence is making banking more accessible for customers by enabling them to have anytime, anywhere access to their banking needs.

In retail banking, we provide banking use-cases, such as funds transfer, service request and card management, powered by Artificial Intelligence. We go beyond the regular channels and engage your customers with their banking needs through channels that they would regularly use such as FB messenger and Skype, as well as voice-enabled IoT devices such as Alexa and Google Home.

We offer a dynamic banking experience with out-of-the-box support for CASA, Cards, Loans, Deposits, Transfers, Payments, Recharges, Service Requests, Virtual Agent, Rewards and Leads Generation.

Our Conversational AI Engine Trinti is able to answer queries precisely without your customer having to read through large documents or going through multiple menus for a simple query.

With our Conversational AI Engine Triniti, we are able to enhance your customers' banking experience by providing a simple, efficient and personalised banking experience for your customers through Conversational AI.
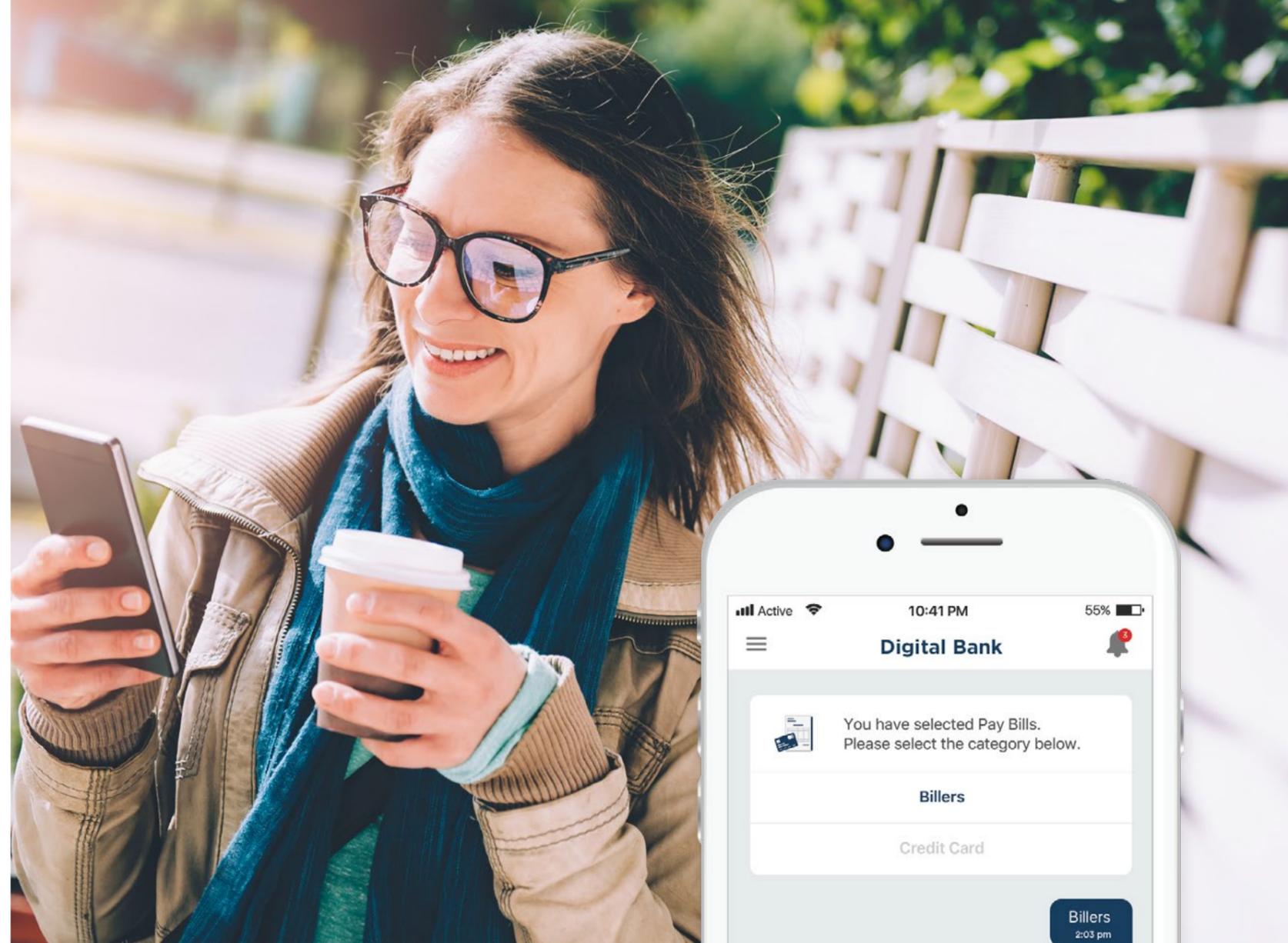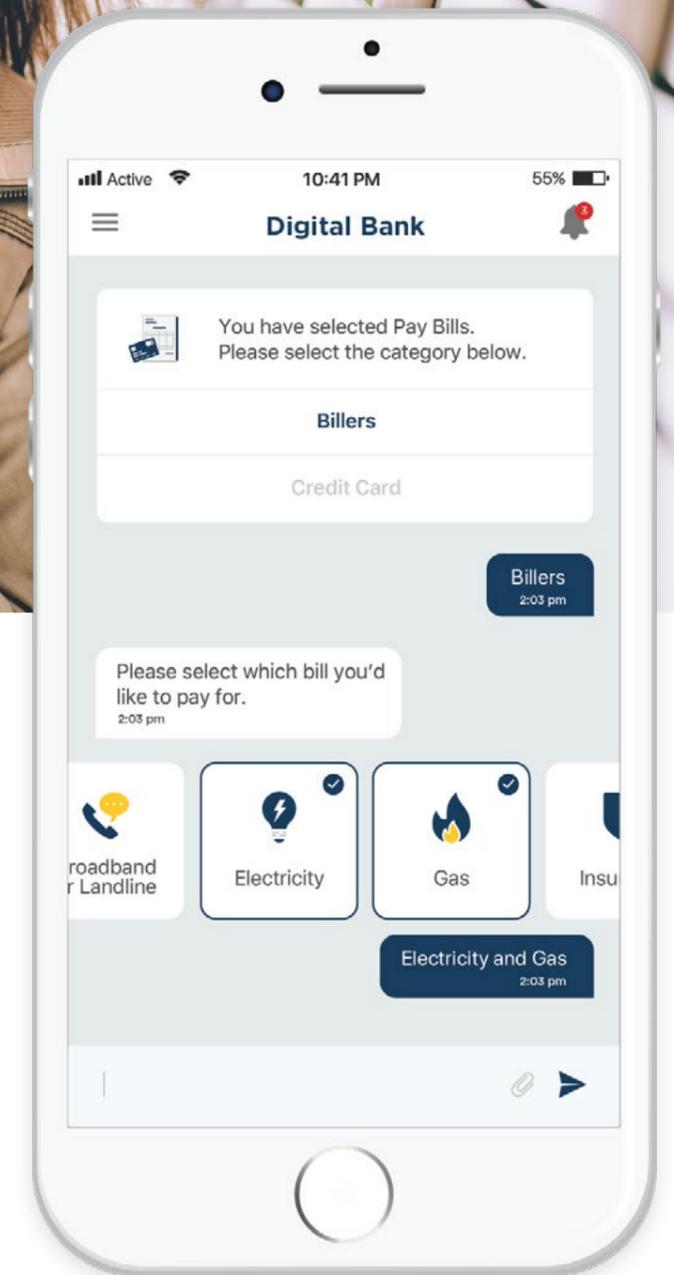
ASSIST

- Find nearest ATM based on customer location
- Report loss of card
- Recommend most relevant offers to the customer based on recent transactions

TRANSACT

- Access account balances
- Fund transfer over various modes and jurisdictions including P2P payments
- Credit card limit increase based on limit utilised
- Support spend analysis

PREDICT

- Check if customer wants to repeat a past transaction that is done often
- Remind about upcoming bill payments and scheduled transfers
- Conversion of credit card payments to EMI
- Notify when balance is low

Deliver cutting-edge experience in

BUSINESS BANKING

In business banking, we are empowering banks to quickly and effectively assist in customer enquiries, educate customers in effortlessly discovering the suitable products, serve their requests and remind them about payments through a simple conversation.

We manage and build low cost, customer-centric channels with out-of-the-box support for Current Accounts, Loans, Trade Finance, Treasury, Transfers, Payments, Service Requests, Virtual Agent and Leads Generation.

With our Conversational AI Engine Triniti, banks can better facilitate their customers using their customer's preferred messaging channels such as Skype and Slack. This helps bring down their operational costs of customer service and improve the efficiency to provide deeper customer engagement.

With Triniti, we are able to provide an enhanced customer service experience that is simple, efficient and personalised with the use of cognitive technology.

ASSIST

- Identify branches, cash collection points, cheque drop points
- Quickly get the exchange rates of various currencies
- Ask for trade service fees, charges and commission
- Enquire on cut-off time and limits on different payment types

TRANSACT

- Have access to multi-currency accounts of your business
- Request for account statements, credit, debit, settlement advices
- Check for the status of a transaction, be it domestic or cross-border fund transfer, payment to counterparty or bankers guarantee
- Get the list of transactions which are pending for approval and approve or reject
- Order a cheque book
- Administer user profiles of your company

PREDICT

- Discover and apply a suitable product (current account, working capital, business loans, trade finance products and more)
- Recommend a suitable campaign
- Notify the inadequate balances, due invoices, internal approvals
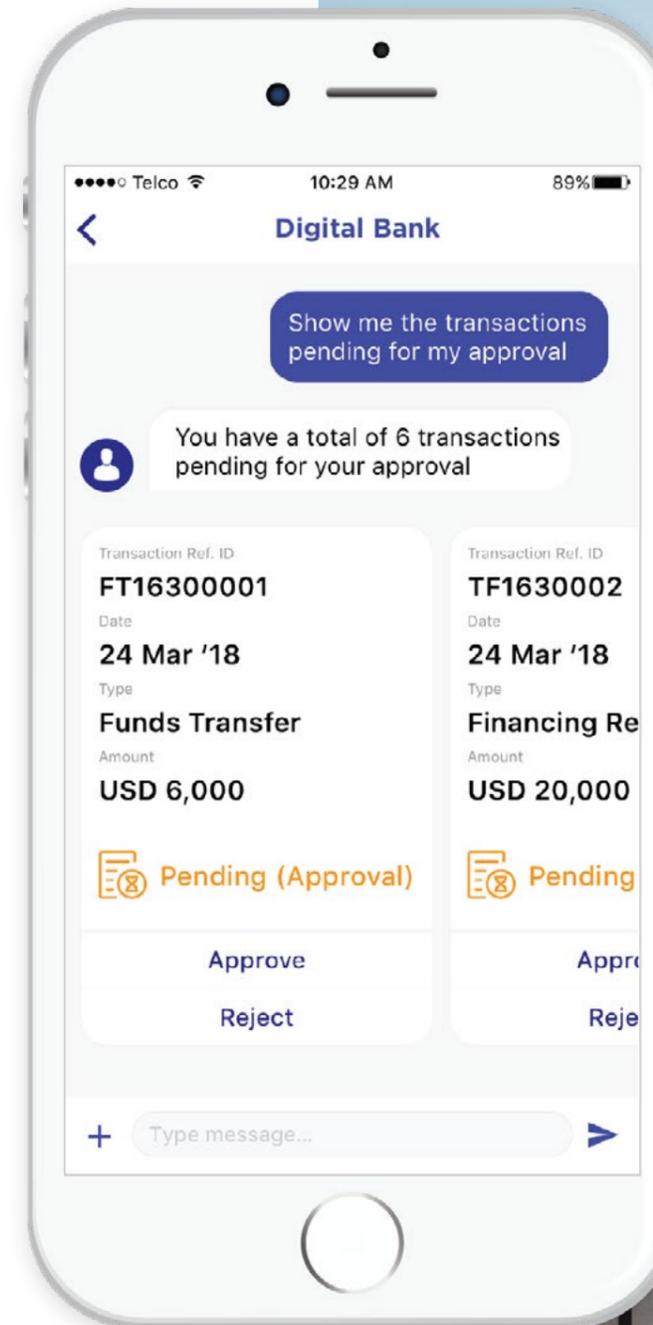
Accelerate digital transformation in
INSURANCE

Rising customer expectations have made it imperative for insurance companies to adopt conversational experiences for sales, marketing, claims handling and customer service. Engage your prospects and customers through the channel of your choice.

Our customer experience with out-of-the-box support for Origination, Claims Processing, Policy Management, Premium Payments, Service Requests and Virtual Agent enables you to best harness the AI to improve your overall customer on-boarding to claim management process.

We offer Natural Language Processing solution that integrate with your existing channels to boosts the overall customer service experience at a reduced support cost. You can empower your customers by giving anytime, anywhere access to their policy details and letting them know help is just a conversation away.

With Triniti, we are able to provide an efficient, simple and personalised approach to insurance for your customers. Enhance your customer service experience through Conversational AI.

ASSIST

- Discover product details and policy features
- Get policy quotes
- Check eligibility for policies

TRANSACT

- Claims for various policy types
- Update profile details of the policy
- Add someone to an existing policy
- Manage beneficiary on the policy
- Handover to an agent

PREDICT

- Suggest suitable upgrade for health insurance
- Suggest suitable policies based on customer's lifestyle and behaviour
- Advice post-retirement plans as per customer lifestyle
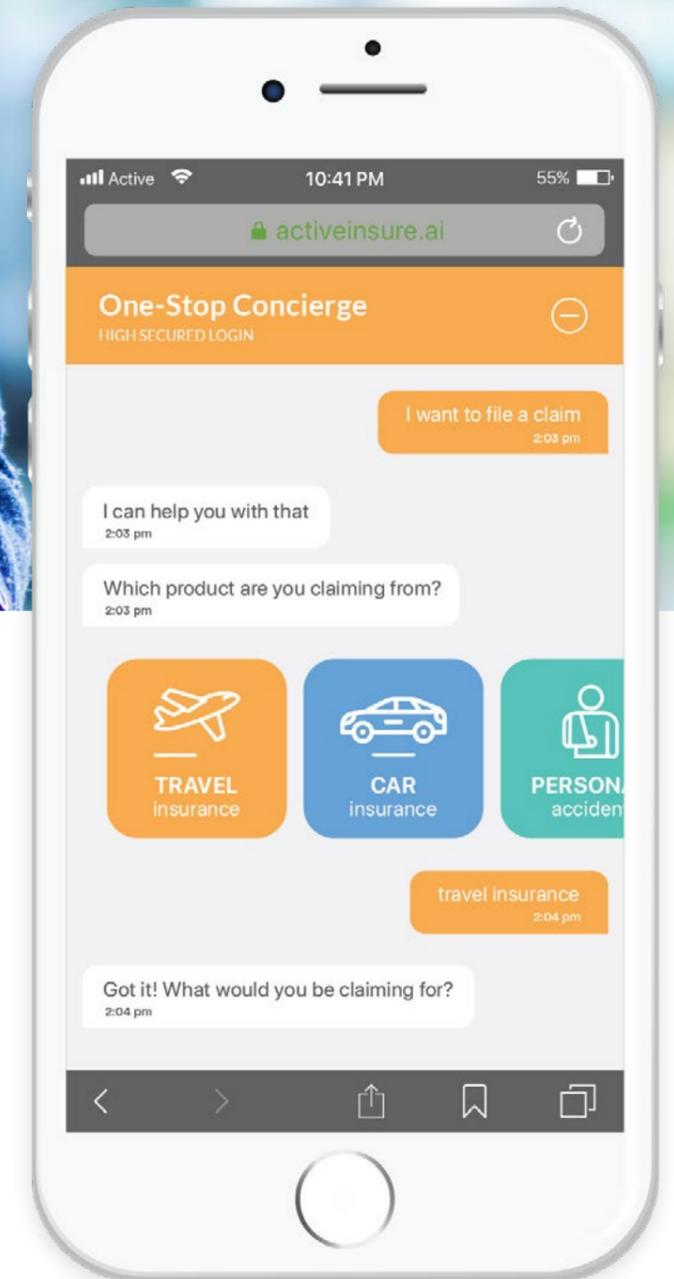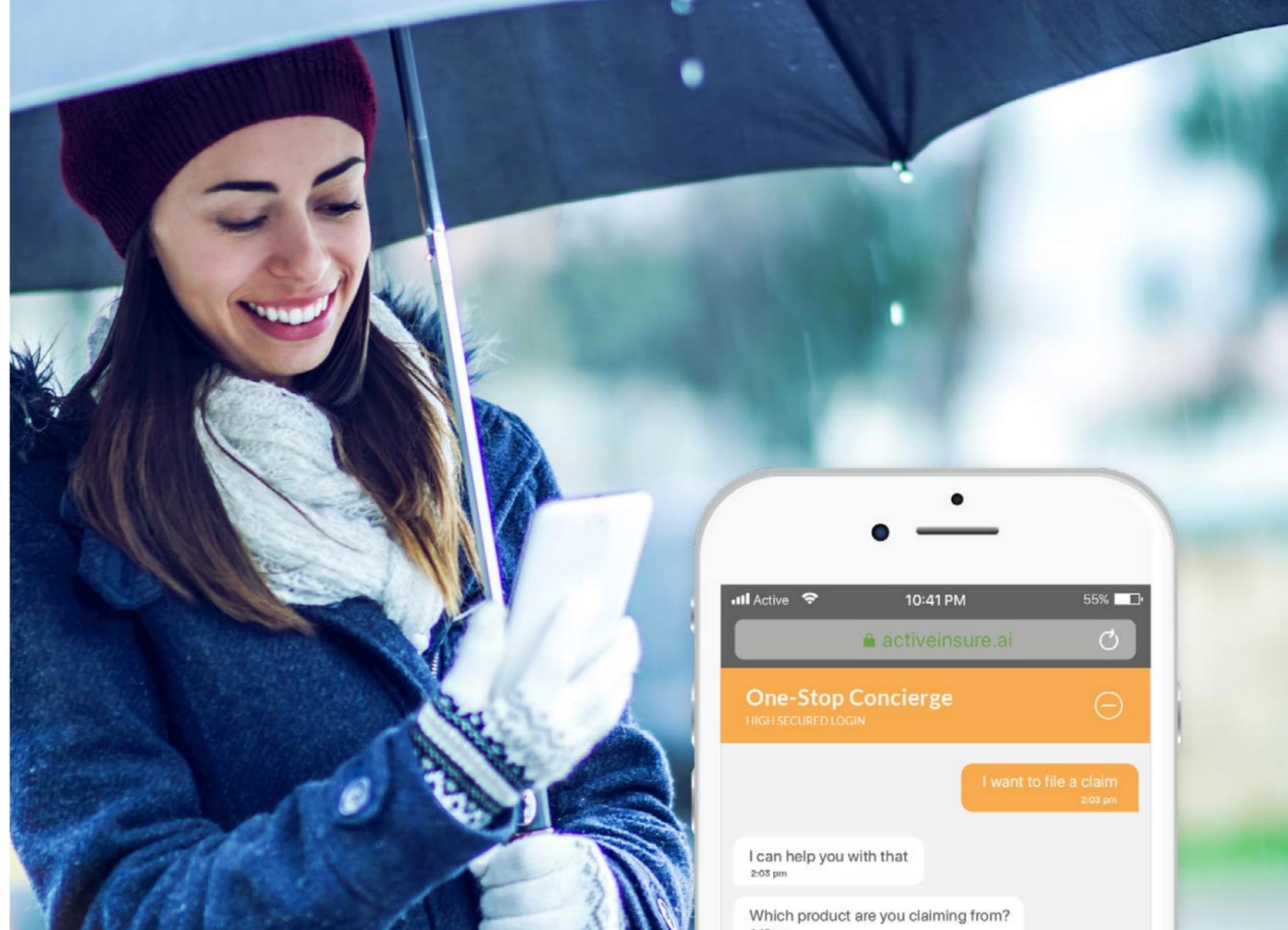
Redefine customer experience in
CAPITAL MARKETS

Using cognitive technology, we are transforming Capital Markets by enhancing your customers' service experience.

We build the next generation brokerage with out-of-the-box support for Stock Quotes, Market Information, Portfolio, Orders, Equities, Mutual Funds, Service Requests, Virtual Agent and Origination. This creates new opportunities for Capital Market firms to not only cut costs, but to add value for their customers.

We provide a deeply engaging experience with our Conversational AI Engine Triniti for your customers to research, learn and invest in the market. Redefine convenience for your customers through multiple conversational channels. Enable your customers to place a mutual fund, check their portfolios or get market updates through a simple chat.

Let your customers be in control by having access to their investments at their fingertips anytime, anywhere. Through Conversational AI, we are able to provide a simple, efficient and personalised approach to customer service for your customers.

ASSIST

- Ask security quotes and price information
- Enquire on corporate actions
- Discover suitable product offerings and privilege to trade
- Track the market movements, indices
- Know different cut-off times of the markets

TRANSACT

- Access to portfolio and fund allocation
- Buy/Sell securities (Equities, Mutual Funds, IPOs)
- Request for account and tax statements, contract notes

PREDICT

- Recommend suitable stocks
- Provide reports based on customers' interests
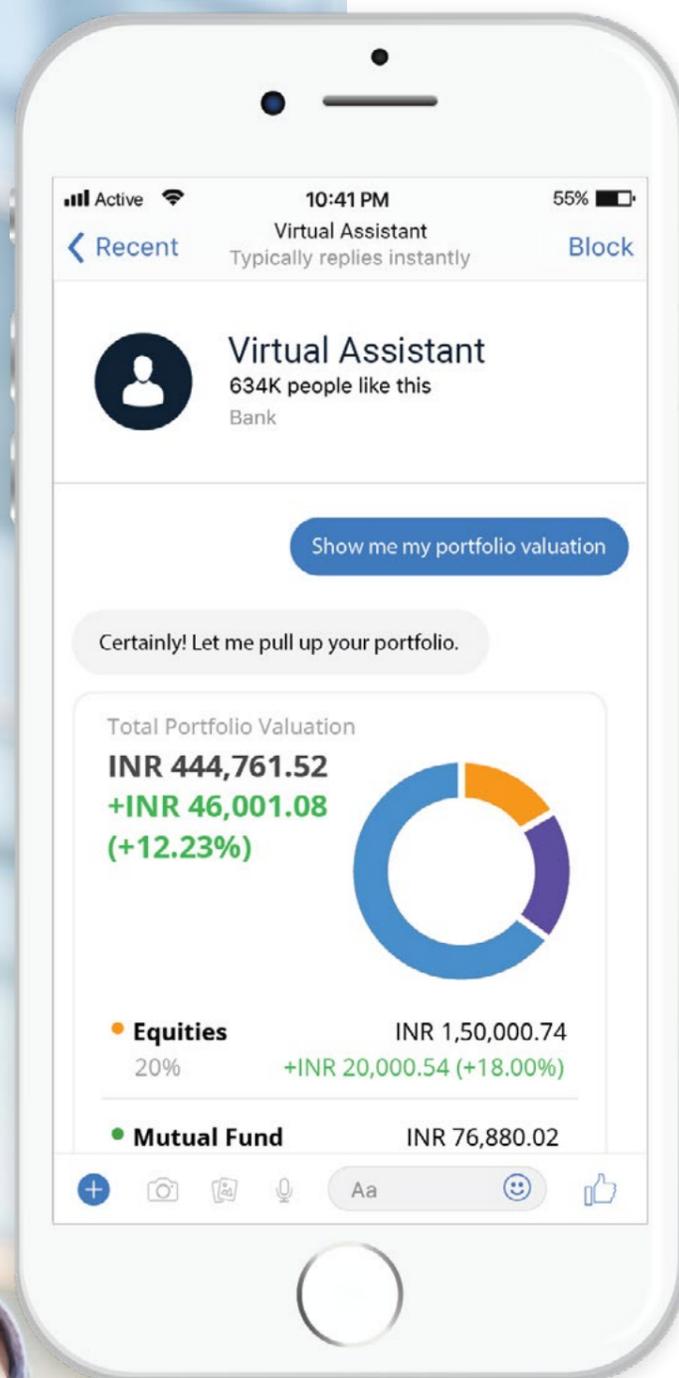
OUR CONVERSATIONAL AI PLATFORM

Our advance conversational AI platform handles flows of real conversation, keeping the conversation going by clarifying, providing facts, detecting sentiment, or predicting what the customer will ask next.

Flexible deployment gives you the choice and control to implement to fit your organization's priorities. Receive full benefits from the complete suite of Morfeus and Triniti together or leverage the distinct advantages of one of these modules on their own.

TRINITI
CONVERSATIONAL AI ENGINE

Triniti is our Conversational AI engine, tuned specially for banking, insurance and capital market services with built-in Pre-processor, NLP, NLU, Machine Comprehension and NLG. Its key strength is the ability to handle context-driven conversations. Strictly corpus approach with support for language pack such as English, Spanish, Thai, Bahasa Malaysia, Bahasa Indonesia. We are currently working on Mandarin and Korean, based on demand.

- Out-of-the-box technology, providing pre-trained models and data sets for easy, fast deployment
- Advanced NLP and NLU, interpreting intent, sentiment and emotions for personalized conversation
- APIs for custom control and extension of data
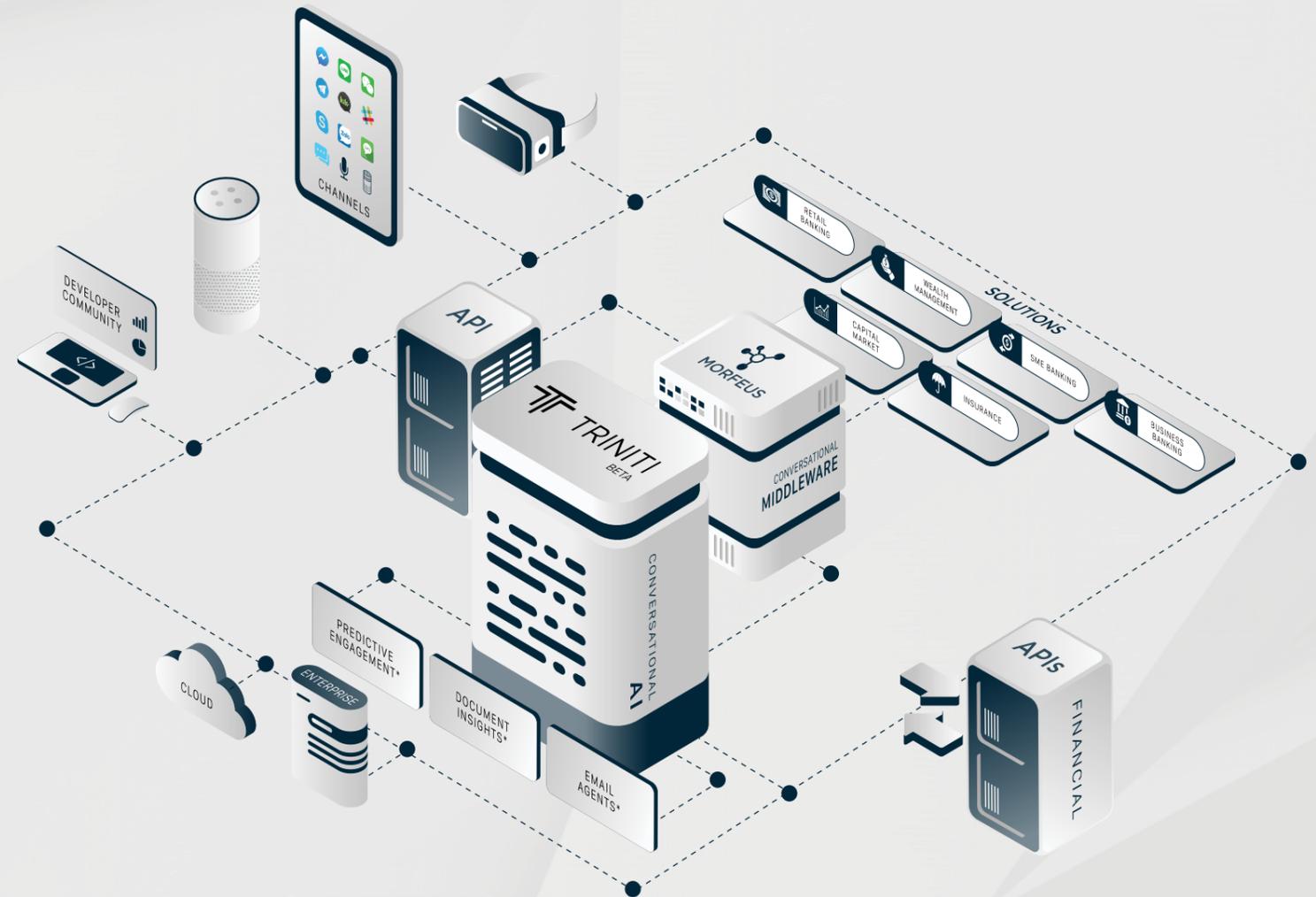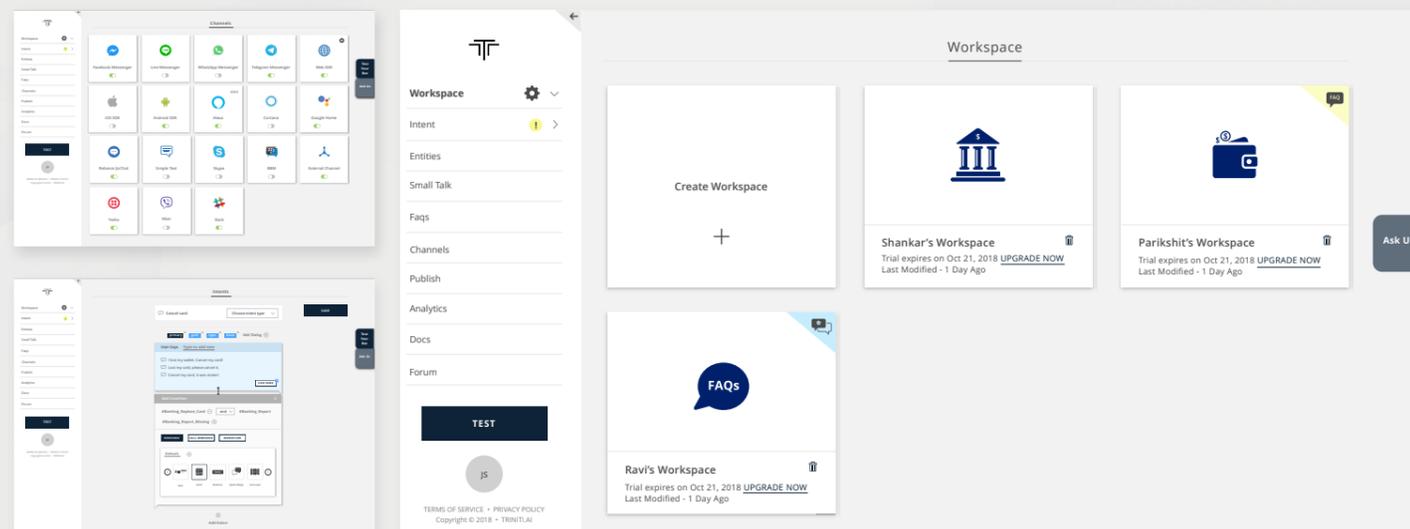
MORFEUS
CONVERSATIONAL MIDDLEWARE

Morfeus is our Conversational Middleware that acts as an orchestration layer with the capability to consume the Triniti AI engine. It has hooks to front end channels including messaging, voice, social and IOT with advanced integration interface to complex backend APIs of the bank and financial systems.

- Orchestration layer to simplify service management
- A bridge to our AI engine into your financial services platforms
- Smooth integration across chat, web, mobile and IOT channels
- Bank-grade security and protection
- An administration portal that provides full control to analyze, report and train

With our out-of-the-box user journeys and conversational data sets that enable all lines of business, our clients can enjoy rapid deployment and speed to market. Our purpose-built platform for financial services that leverages deep experience from our team of bankers, FinTech entrepreneurs, technologists and scientists provides an immediate relevant solutions that solve real problems and address real opportunities.

TRINITI DASHBOARD

ABOUT ACTIVE.AI

Active.Ai (Active Intelligence Pte Ltd), a Singapore Fintech start-up with innovation lab in Bengaluru, India, is building a conversational AI Platform from Singapore for the rest of world. Our core business of understanding unstructured data helps financial services design intelligent conversations. Through our proprietary AI enterprise platform with Natural Language Process (NLP), Natural Language Understanding (NLU) and Machine Intelligence, we help enable intuitive engagement with their customers on mobile, chat, or voice enabled IoT devices.

We focus on multiple financial services industry domains such as retail, corporate and private banking, virtual agents, capital markets, insurance, commerce and wealth management. Our model is based on B2B offerings that monetise based on AI Enterprise Solution on Premise or Cloud, Project Development and Subscription. Active.Ai employs 100+ people out of offices in Singapore, India, and the United States.

OUR VALUED CLIENTS

AXIS BANK   CIMB BANK   FWD insurance

HDFC securities   IndusInd Bank   Income made different

OUR VALUED PARTNERS

TATA CONSULTANCY SERVICES   aws   Microsoft Accelerator   INV fintech

silverlake SYMMETRY AT WORK   Infosys   HCL

OUR ACCOLADES

THE BEST DEEP LEARNING INNOVATION   THE BEST AI STARTUP

AT AI SUMMIT FOR TECHXLR8 ASIA AWARDS 2018

GARTNER COOL VENDOR

IN AI FOR FINTECH IN ASIA/PACIFIC 2018

AXIS BANK

WON THE **DX LEADER AWARD** AT 2018 DIGITAL TRANSFORMATION AWARDS

HDFC securities

WON **CONVERSATIONAL INVESTING** AT INNOVATION TRIBE AWARDS & SUMMIT 2018

IndusInd Bank

WON **THE ALEXA INNOVATOR OF THE YEAR AWARD** AT THE 2018 AMAZON AI CONCLAVE

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