technisys
the next banking experience

Elevate customer engagement with conversational AI: Cyberbank Konecta

Connect with customers easily -- whenever and wherever your customers want. Cyberbank Konecta, our conversational AI engine, makes it easier than ever for you and your customers to interact and get things done.

We use leading-edge conversational AI technology combined with human understanding to deliver exceptional customer engagement. Our AI virtual assistant lets your customers speak or text in their own words, creating an effortless customer experience from start to finish.

With Cyberbank Konecta, you can:

- **Strengthen customer engagement**. Enable a custom AI engine that recognizes speech and text, understands intent, deciphers different languages and knows when to provide AI or human-based support for every customer engagement.

- **Deliver an omni-channel experience**. Enhance your team's capabilities with an AI engine that works seamlessly across all of your digital channels.

- **Reduce customer support costs**. Let your AI virtual assistant manage 80% of frequently asked questions, and let your agents manage the remaining 20% to help customers who need personal attention.

- **Respond to new user requests, effortlessly**. Create and train your AI virtual assistant to meet specific customer needs with our easy-to-use interface.

- **Provide continuous customer care - 24/7**. Deliver consistent and reliable customer assistance whenever you customers need it.

- **Capture valuable customer data instantly**. Learn from every customer interaction and refine customer engagements in real time.

DELIVER ULTIMATE CUSTOMER CARE WITH EMPATHY

We know that every customer has different needs and goals. That's why our AI engine analyzes emotions in human language in real time and responds in an empathic way to help ensure a great customer experience.

Great customer service requires understanding and solving problems in the most efficient way possible. *When an inquiry is complex and requires human interaction, Cyberbank Konecta, can seamlessly and transparently transition between users.*

When it makes sense to connect with a live person, we can add secure video calls directly to your contact center -- no app to download or install required.

WHEN CUSTOMERS ARE TALKING, CYBERBANK KONECTA IS THERE TO HELP

Easily integrate your AI virtual assistant across all of your customer service channels.

Google Assitant	Facebook	Slack	Whatsapp	Amazon Alexa	Twitter	Skype	Hangouts	Telegram	SMS	RCS

Cyberbank Konecta easily integrates with world-class software products for banks, retail, logistics, healthcare and more.

sugarcrm   AVAYA   Power BI   Zendesk   GENESYS moments connected   salesforce   collab