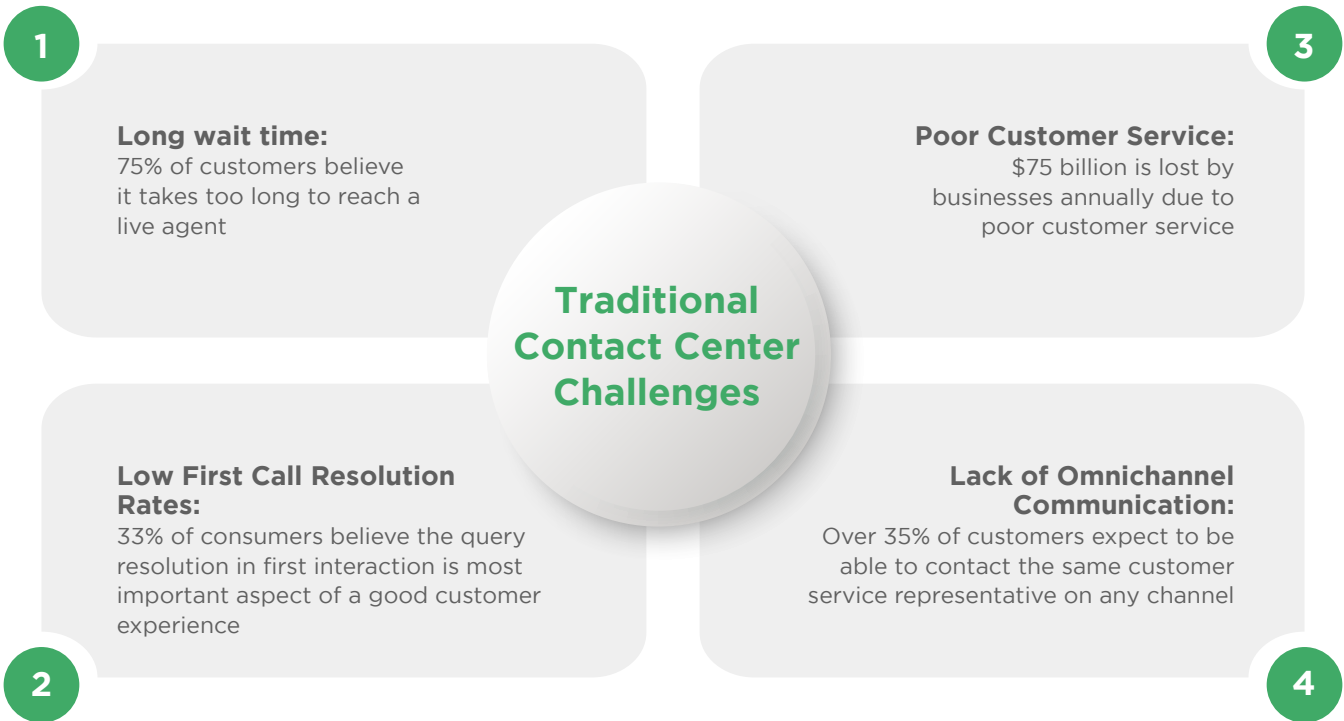






# Transforming CX with Contact Center AI for Banking



Reimagine customer experience with AI & Data fueled digital experiences on cloud by providing self service solutions for customers and assistive AI to agents



## Quantifiable Business Benefits

 <p>Upto <b>100%</b> reduction in call abandonment rate</p>	 <p>Upto <b>50%</b> reduction in average handle time</p>	 <p>Upto <b>70%</b> call and chat automation/deflection</p>	 <p><b>~50%</b> reduction in contact center costs</p>
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## Modernize Contact Center with Our Offerings

**Virtual  
Customer  
Onboarding**

**Virtual  
Relationship  
Manager**

**Real-Time  
Speech  
Analytics**

**Agent  
Compliance and  
Performance  
Tracking**

**Customer  
Behaviour  
Prediction**

**Workforce  
Capacity  
Planning**

## Quantiphi's Success Stories in Modernizing Contact Centers

### Covid-19 virtual agent

A major US bank wanted to employ chatbots capable of answering ~100 questions in the wake of Covid-19 pandemic outbreak to respond to customer queries related to their retail services, card offerings, and stimulus packages provided by the state and federal government. Problems include long wait time, high call drop, conversations being put on hold for a long time.



#### Challenges:

- Intent Clashing due to similar queries
- Lack of consistent responses due to rapidly evolving COVID-19 situation
- Lack of 'Out of Box' customization options

#### Business Impact

- ~600K interactions across ~300K sessions automated within the first 45 days of launch
- <0.5s of Average response time
- Contextual handover to agent for the nuanced cases

### Voicebot for customer queries

A major multinational bank in India was looking to build an effective query response system with a virtual agent deployed on voice-enabled system that is capable of providing 24/7 self-service support to customers and eliminate wait time.



#### Challenges:

- Requirement of Multilingual Support
- Managing high variance of possible candidate response

#### Business Impact

- ~50 Mn Call volume annually
- 86% Queries Identified Correctly
- Increase in degree of automation and reduction in average handling time
- Native Language Support
- Language Switch in between conversations