



# Transforming CX with Contact Center Al for Banking







Leader in the Forrester New wave: Computer vision Consultancies, Q4 2020



Innovator in the NEAT Intelligent Automation Banking, 2021



Google Cloud Partner of the Year Awards -Data Analytics



Google Cloud Partner of the Year Awards -Public Sector (US)



a AlFinTech10

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

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# Long wait time:

75% of customers believe it takes too long to reach a live agent



\$75 billion is lost by businesses annually due to poor customer service

Traditional
Contact Center
Challenges

# Low First Call Resolution Rates:

33% of consumers believe the query resolution in first interaction is most important aspect of a good customer experience

Lack of Omnichannel Communication:

Over 35% of customers expect to be able to contact the same customer service representative on any channel

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### Quantifiable Business Benefits



Upto 100% reduction in call abandonment rate



Upto 50% reduction in average handle time



Upto 70% call and chat automation/



~50% reduction in contact center costs

# **Modernize Contact Center with Our Offerings**

Virtual Virtual **Real-Time** Customer Relationship Speech **Onboarding** Manager **Analytics** Agent Customer Workforce Compliance and Behaviour Capacity **Performance** Prediction **Planning** Tracking

# **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 gueries 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 gueries
- 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 guery 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

Quantiphi is an award-winning Al-first digital engineering company driven by the desire to solve transformational problems at the heart of business. Quantiphi solves the toughest and complex business problems by combining deep industry experience, disciplined cloud and data engineering practices, and cutting-edge artificial intelligence research to achieve quantifiable business impact at unprecedented speed. We are passionate about our customers and obsessed with problem-solving to make products smarter, customer experiences frictionless, processes autonomous and businesses safer by detecting risks, threats and anomalies. For more on Quantiphi's capabilities, visit www.quantiphi.com

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