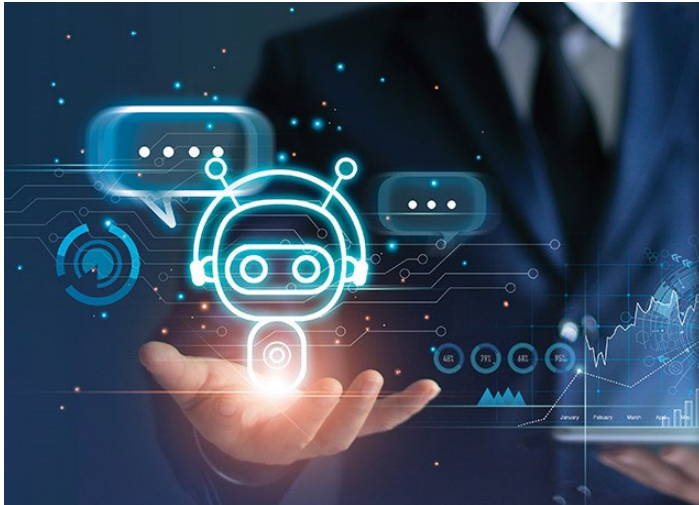


Customer Success Story

Banking and Financial Services

Financial Giant Transforms Customer Service Enablement with Conversational AI Solution



Value Delivered

40%

Increase in share of wallet, with improved business metrics such as reduced customer acquisition costs and higher conversion rates

72%

Improvement in customer satisfaction scores

33%

Decrease in acquisition costs by effectively reaching customers on their preferred channels.



Challenge

Our client wanted their digital transformation to revamp customer journeys for loan application, servicing, and closure, focusing on a mobile-centric clientele.



How We Helped

- Developed a comprehensive Conversational AI system
- Covered everything from general to product-specific FAQs to loan applications and servicing requests
- Facilitated the entire loan lifecycle
- Efficiently managed servicing requests, Password Resets, Account Balance, Loan Repayment, etc.
- Integrated speech recognition, natural language understanding, and text-to-speech technologies.



EIQ Features Used



Data Flows



Process Flows



Multi-channel Apps



ML Flows



Analytics and Reporting



Enterprise Connectors



Decision Automation

EQ Platform Overview

End-to-End Intelligent Business Automation Platform



Process Flows

Automate enterprise workflows and create seamless customer and user journeys quickly.



Event Flows

Process and analyse events in real time to predict real-time threats and identify opportunities.



Decision Automation

Simplify complex decision logic to make accurate decisions in changing business environments.



Analytics and Reporting

Derive actionable insights for your business with robust analytics and present data in rich reports.



Business Rules

Define and update business rules quickly with audit trails to identify and track changes.



RPA

Leverage the power of non-intrusive, unified RPA



Data Flows

Handle structured and unstructured data with an easy drag-and-drop functionality.



ML Flows

Embed intelligence in the handling of process and data attributes using dynamic ML models.



Enterprise Connectors

Integrate with business-critical systems quickly using pre-built and custom connectors.



GenAI

Automate integrated text generation within process, data, or event flows using GenAI



Multi-channel Apps

Create dynamic web and mobile applications with new or pre-built templates that can work online or offline.



Linnégatan 2, 114 47, Stockholm, Sweden

 www.linkedin.com/company/evoluteiq

 hello@evoluteiq.com

www.evoluteiq.com