

Experience with Top German Banking MNC

Retail Banking Assistant for Banking Customers

Banking & Financials

Intelligent Conversation

Azure AI, ADAz IA

Customer Profile

Bank operates in 58 countries being **15th largest bank in the world** by its assets. Headquarter in Frankfurt having revenue of 25+ Billion Euro. Operates in all segments like Private & Commercial Banking, Corporate & Investment Banking and Asset Management.

Problem Statement

- Customers were facing issues in following the right navigation to access personal data and execute required transactions
- A single point entry for all Retail Banking operations without any involvement of Banking Executive

Implemented Solution

- Retail Banking BOT catering to both anonymous and authenticated customers
- Available on Retail Banking Website as well as Voice BOT direct access
- Handles query, transactions, recommendation, proactive notifications etc.
- Personalized and Data Classified content, information and data delivery over BOT interface
- HCL's IP ADvantage Azure Intelligent Assistant was used as AI Provider on top of Azure AI Platform under the wrapper of HCL IP D'Finnesse

Value Delivery

- Huge Productivity Gain in Retail Banking Operations
- High Accuracy based on self-learning
- High degree of Automation