

CHATBOTS IN THE BANKING LANDSCAPE
Offering customer service made easy with a bot



PAIN POINTS IN CUSTOMER SERVICE

- 41%** Customer service agents give different answers
- 34%** Customer service agents don't know the answer
- 31%** Can't find answer on website

Increasing requests for new services
Inconsistent response and long waiting time

WHAT CHATBOT CAN DO?

- Current Balance
- Transaction History
- Transfer Funds
- Payments and reconciliations
- Locate nearest ATMs & branch
- Customer feedback & measurements
- Customer Service Queries across categories
- Switch to categorized hotlines for exceptions
- Deliver better banking experiences

WHY CHATBOTS?

- 60%** Reduction in customer response time
- 70%** Reduction in operational support cost

- Ease of use over a smartphone
- Timely no-cost notifications of status and account changes
- Special promotions and sales pushes
- Increase of user acquisition
- Enhanced analytics on customer acquired data
- Quick setup and minimal integration
- Interactions at customers convenience and speed
- Improved CSAT scores

ENGATI CAN HELP YOUR BANK SPEAK TO MILLENNIALS

86% of financial institutions believe chatbots will help engage millennials

CUSTOMER INTERACTIONS WITH BOTS

- 36%** of financial firms believe that half of the customer conversations will be handled by bots in next 3-5 years
- 7/10** SEVEN OUT OF TEN consumers would welcome machine learning and AI driven chatbots for banking services

Data Source - The Technology Vision 2017 report by Accenture

BENEFITS FOR BANKS

- No need to setup tech infrastructure and hire a team
- Out of the box / cloud hosted or on-premise technology solution
- Minimal setup and easy integration
- A rich set of analytics, utilization & trending reports
- High operational efficiency
- 24/7 always on intelligent customer service
- Eliminates the issue of mobile app uninstalls

BENEFITS FOR CUSTOMERS

- Chatbots promise a better and faster experience
- Less time spent waiting for call center service or ineffective web chat support
- Accessible via a conversation medium from a smartphone

ENGATI SUPPORTS



ENGATI BOT IS HERE TO HELP

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A Custom Technology Platform