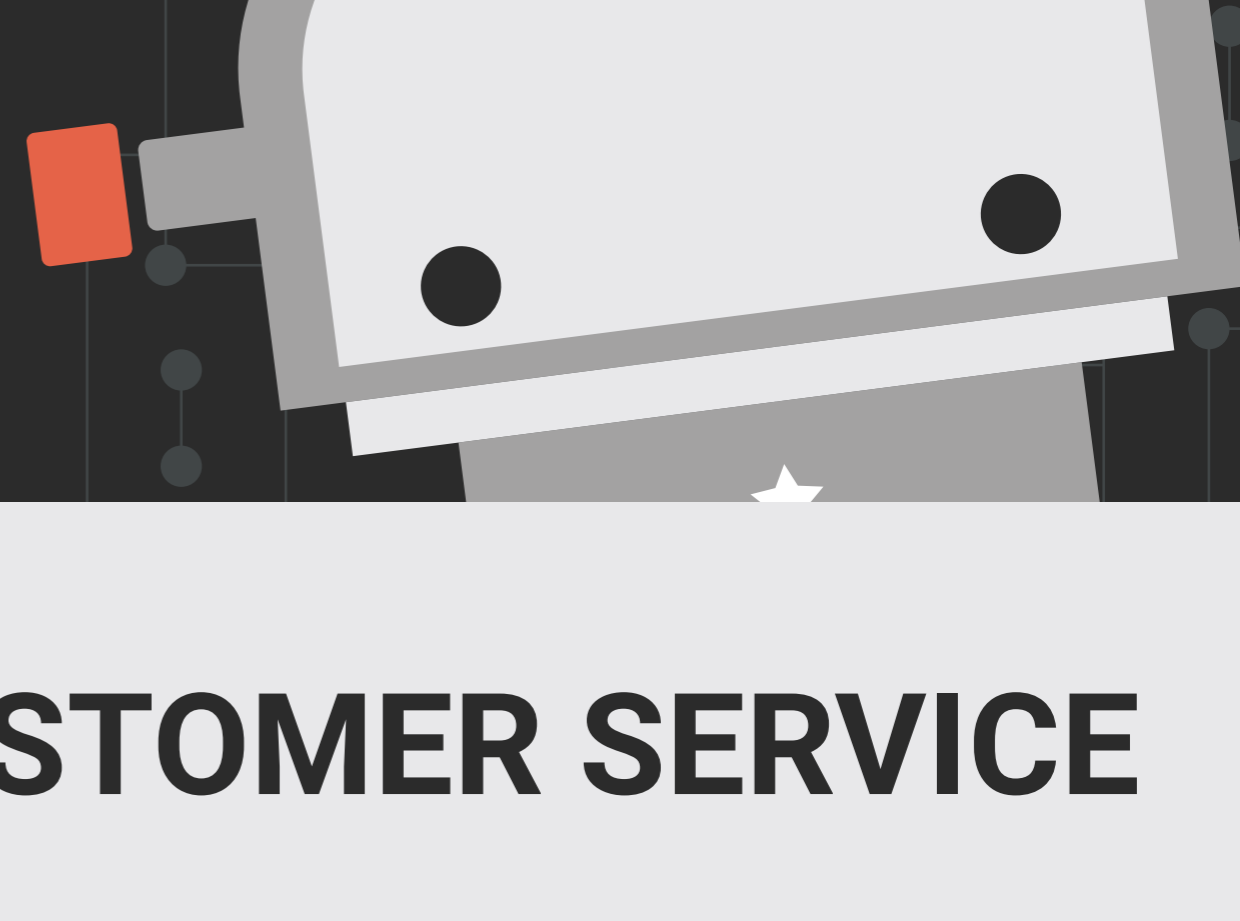
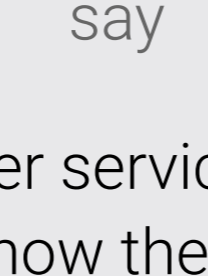


CHATBOTS IN THE BANKING LANDSCAPE

Offering customer service made easy with a bot



PAIN POINTS IN CUSTOMER SERVICE



41%

say

Customer service agents give different answers

34%

say

Customer service agents don't know the answer

31%

say

Can't find answer on website



Increasing requests for new services



Inconsistent response and long waiting time

WHAT CHATBOT CAN DO?



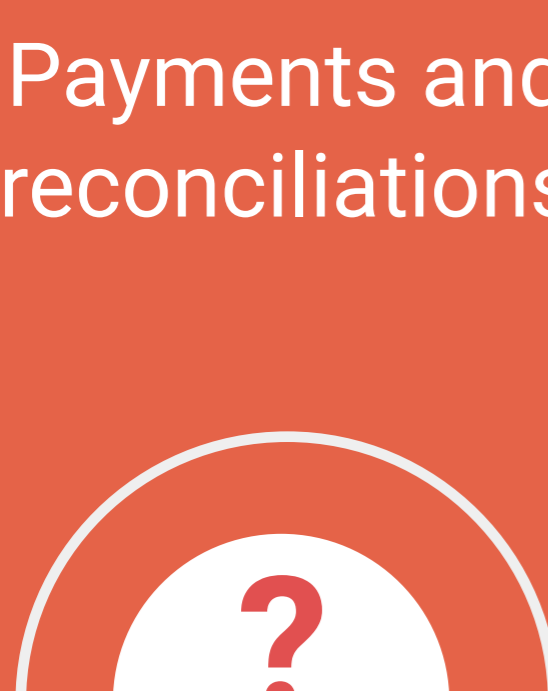
Current Balance



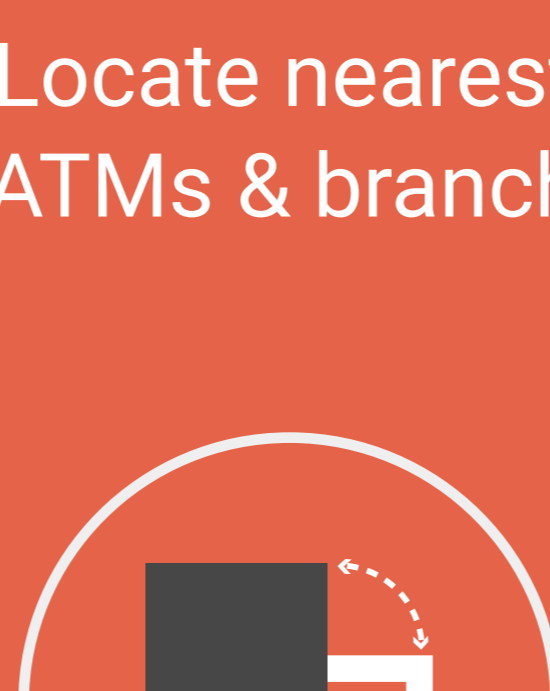
Transaction History



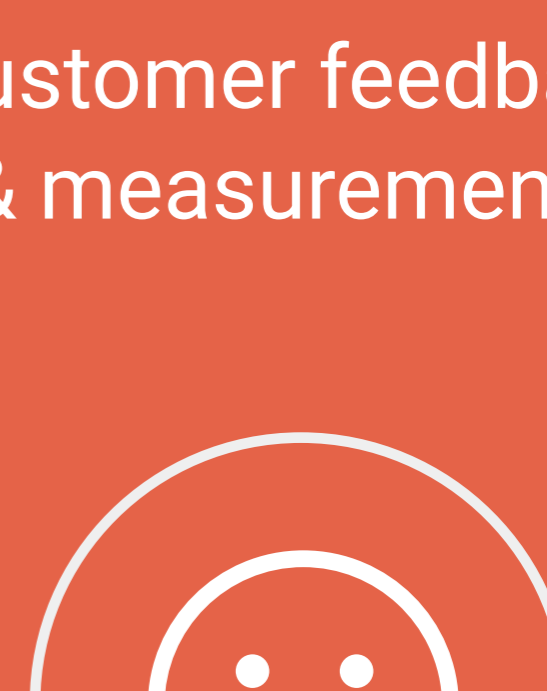
Transfer Funds



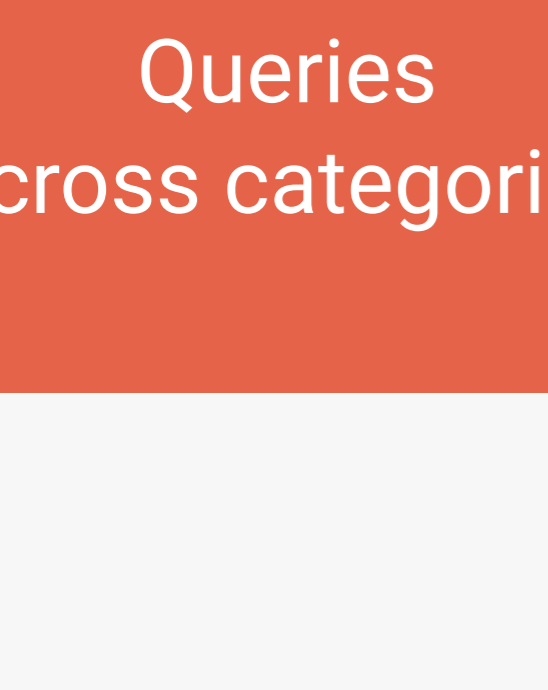
Payments and reconciliations



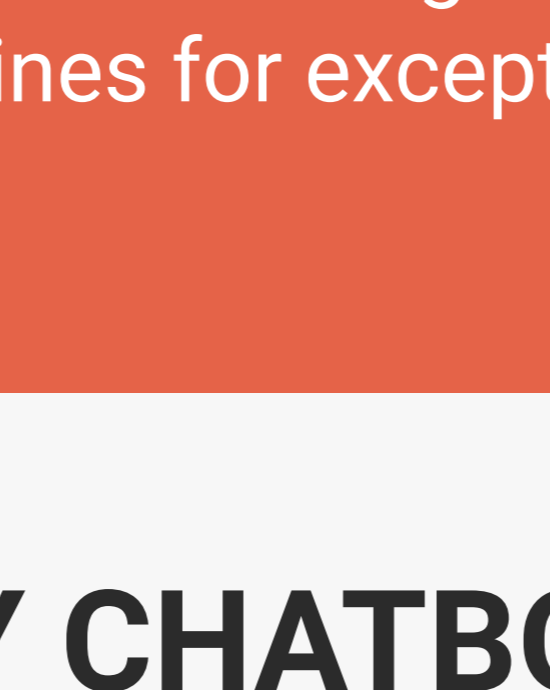
Locate nearest ATMs & branch



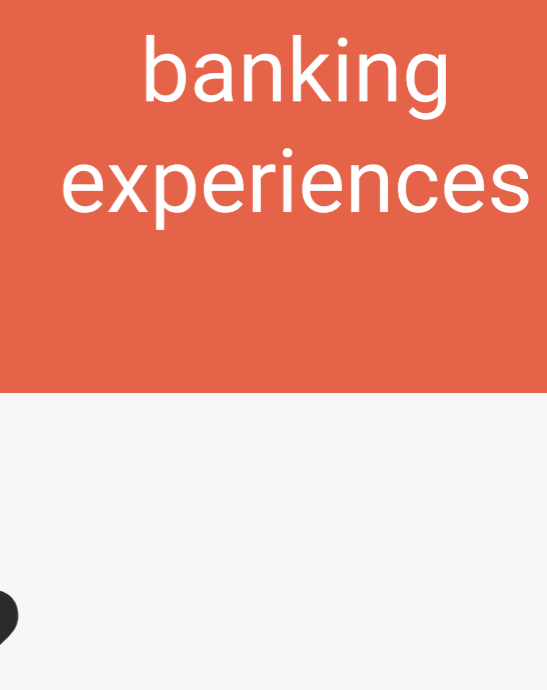
Customer feedback & measurements



Customer Service Queries across categories



Switch to categorized hotlines for exceptions

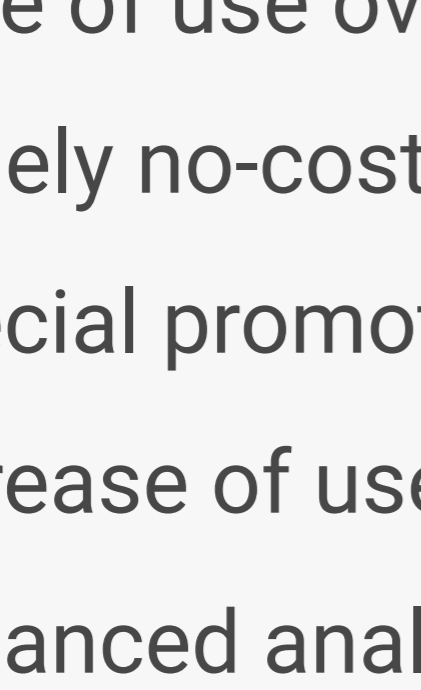


Deliver better banking experiences

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

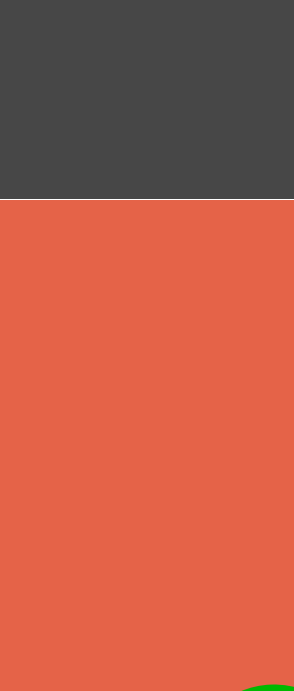
SEVEN OUT OF TEN consumers would welcome machine learning and AI driven chatbots for banking services



BENEFITS FOR BANKS

1. No need to setup tech infrastructure and hire a team
2. Out of the box / cloud hosted or on-premise technology solution
3. Minimal setup and easy integration
4. A rich set of analytics, utilization & trending reports
5. High operational efficiency
6. 24/7 always on intelligent customer service
7. Eliminates the issue of mobile app uninstalls

BENEFITS FOR CUSTOMERS



Chatbots promise a better and faster experience

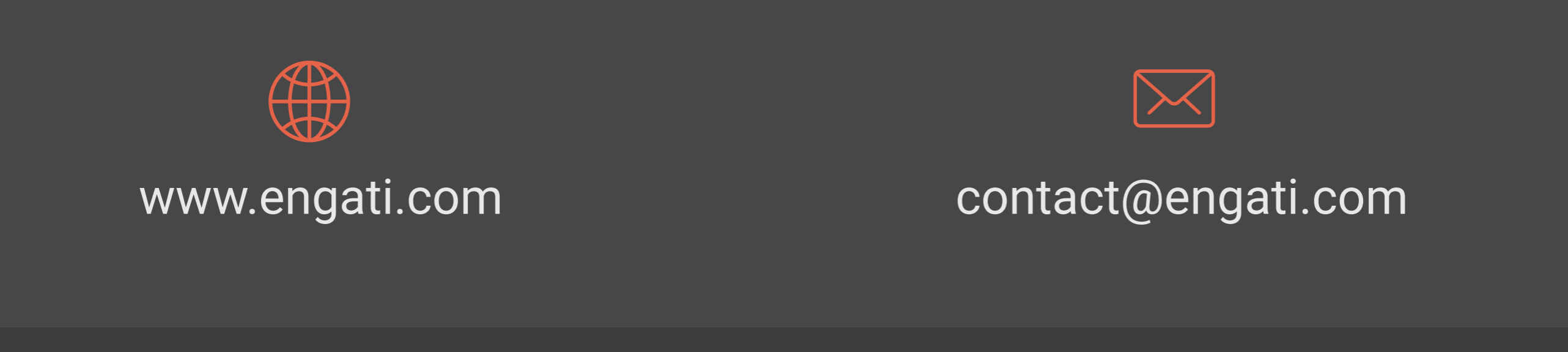


Less time spent waiting for call center service or ineffective web chat support



Accessible via a conversation medium from a ubiquitous smartphone

ENGATI SUPPORTS



ENGATI BOT IS HERE TO HELP

www.engati.com

contact@engati.com