

CONVERSATIONAL AUTOMATION SOLUTIONS FOR FINANCE

IT'S TIME TO REVISIT EFFICIENCY IN THE FINANCIAL INDUSTRY

On one side, customers are getting more and more demanding. On the other side, disruptive technologies are challenging the fundamentals of the game. Security issues are not getting any easier to deal with.

Today, the financial industry is feeling the pressure to re-check, re-evaluate and re-design every process in their customer service.

Conversational Technologies can help financial institutions to streamline flows in the security processes, improve the contact center experience and pinpoint root cause behind customer issues.

OUR SOLUTIONS



Knowvu Virtual Agent answers 1 of 4 customer questions without the need of live agents

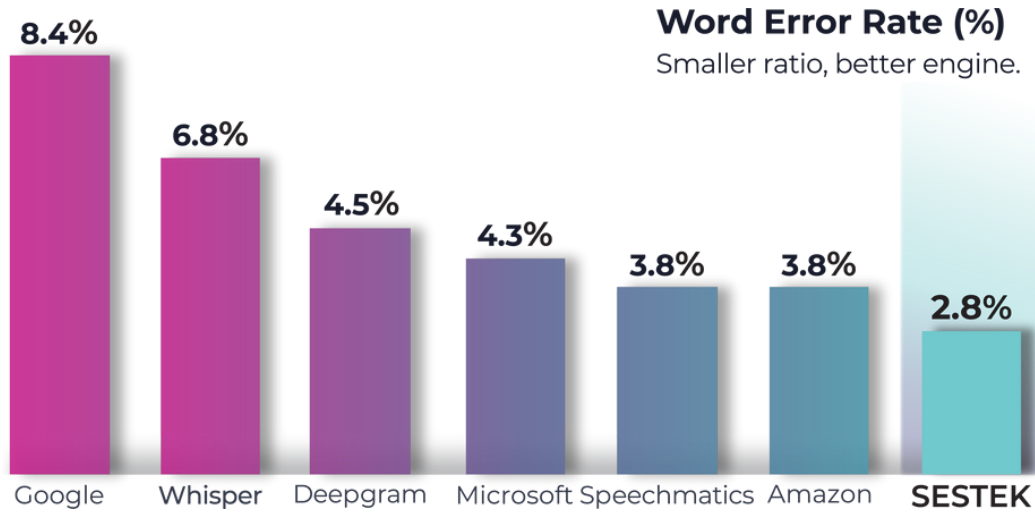


Knowvu Biometrics shorten calls requiring caller authentication by 20-30 seconds



Knowvu Analytics help improve customer satisfaction at call centers by 25%

Speech Recognition Comparison



Speech Recognition technology is the core of conversational solutions and our market-leading speech recognition accuracy (>97%) provides deeper analysis, more actionable insights and better results for your business.

Banking Use Case

1 Knowvu Virtual Agent

With our 100% in-house developed Speech Recognition (SR) and Natural Language Understanding (NLU) technologies, **Knowvu Virtual Agent** welcomes the customer on the website, mobile app or at the call center IVR, understands the intent and responds without the need for live agents.

2 Knowvu Biometrics

Monitoring more than 100 unique parameters of her voice, **Knowvu Biometrics** authorizes the customer within seconds and now can provide more private information that require authentication.

3 Knowvu Analytics

In case the customer wants to connect to a live agent, **Knowvu Analytics** collect 100% of the interaction and in real time convert it into meaningful information. The solution provides critical insights for decision-makers to understand the performance of the call center operations and act fast for improvement.



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