

Artificial Intelligence Demo

How Financial Institutions Automate Call Center Revenue via Artificial Intelligence

Artificial Intelligence Demo

- Introduction 2 Minutes
- Call Center Challenges 8 Minutes
- Demo 14 Minutes
- Beyond Call Center Automation 2 Minutes
- Impact 4 Minutes
- Allied Perspective 5 Minutes
- Q & A 10 Minutes

| Speakers

interface



Srinivas Njay

Founder and CEO

interface.ai

San Francisco, CA

 **Allied Solutions**



Charlie Peterson

SVP Strategic Initiatives

Allied Solutions

Carmel, IN

Call Center Challenges

| Call Center Challenges

- Sustained increase in volume of calls by **30 - 40%** on average
- Increased call wait times from **~5 mins to up to ~35 mins**
- Increased abandonment rates from **5% to 30%**

| Call Center Challenges

Can financial institutions solve these challenges **by hiring**?

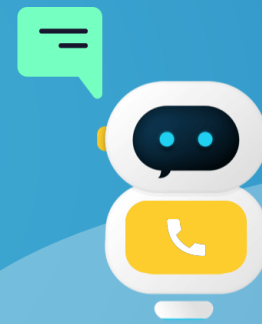
| Call Center Challenges

Can financial institutions solve these challenges
by outsourcing calls?

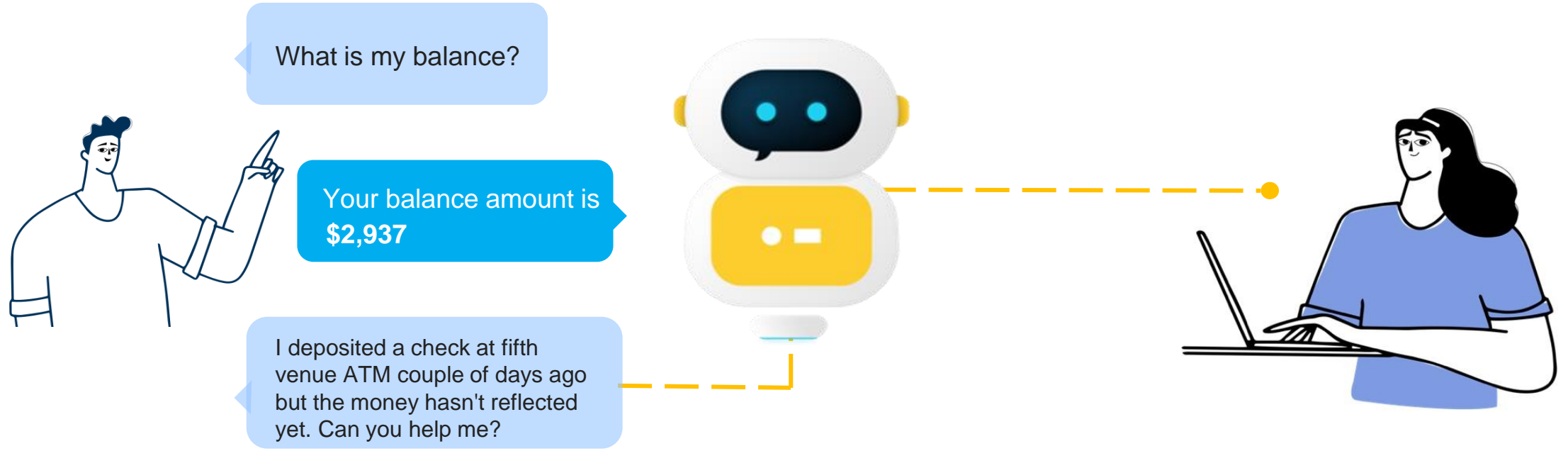
| Call Center Challenges

How can **Artificial Intelligence** help?

AI-Powered Phone Banking



| Our AI-Powered Phone Banking

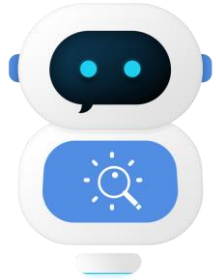


Customer calls on 1-888-428-8326 for support

IVA acts as the 1st responder and answers customer queries

Call is transferred to human support if human intervention is required

| With AI You Can Transform Your Call Center from Cost Center to Revenue Center



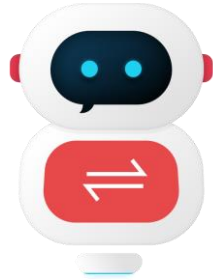
Stage 1 - Smart Discovery



No integrations to existing systems is necessary



Can be set up in 2 - 3 weeks



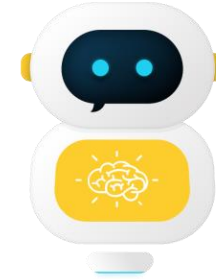
Stage 2 - Smart Transaction



Integrations done with backend systems



Can be set up in 4 - 6 weeks



Stage 3 - Intelligent Banking



Integrations done with backend systems



Can be set up in 6 - 8 weeks

AI-Powered Phone Banking - Demo

I What to Observe?

1. Observe how IVA **sends text** and provides **knowledge on demand**
2. Observe how the IVA is able to **empathize** and **provide options** to customer
3. Observe how the IVA handles **authenticated** experiences with **insight**
4. Observe how the IVA helps with **personalized recommendation** creating **new revenue opportunities**
5. Observe how the IVA does **seamless handoff** to human agent in scenarios where human intervention is required

| FFIEC Guidelines

- **FFIEC Guidelines** published on Aug 11, 2021
- Expects **financial institutions call centers to be multi-factor authentication enabled** ([Link](#))
- Our **Voice Biometrics / Caller-ID** solution makes you fully compliant

| AI-Powered Phone Banking ROI for a FI with 100K Customers - Estimated Savings

\$180 K monthly

- 60% Calls Automated
- 9-12 Weeks Timeframe

Findings and Assumptions

1. Estimated monthly call volume handled by staff is about ~ 28,500 calls
2. Industry average cost per call is around USD \$10 (or about \$1.5 per minute)

| AI-Powered Phone Banking ROI for a FI with 100K Customers- Estimated Revenue Opportunity

\$745 K

Monthly New Revenue Opportunity
by Upsell/Cross Sell

Assumptions

1. Calls where we can upsell & cross sell is considered as 6%
2. Additional revenue through upsell & cross sell per customer per year is considered as \$150 per customer

| Benefits of AI-Powered Phone Banking for a FI with 100k Customers

1. Save USD \$180 K in 60 days by automating 60% of the calls
2. Additional revenue generation of USD \$745 K every month by upsell/cross sell
3. Reduce customer call wait time & abandonment rate to 0
4. Provide full-service 24x7 to all of your customers and seamlessly scale up/down as needed for seasonal peaks
5. Avoid customers receiving limited service at outsourced call center for overflow and after-hour
6. Reduced call center operations overhead

Advisory Dashboard - Demo

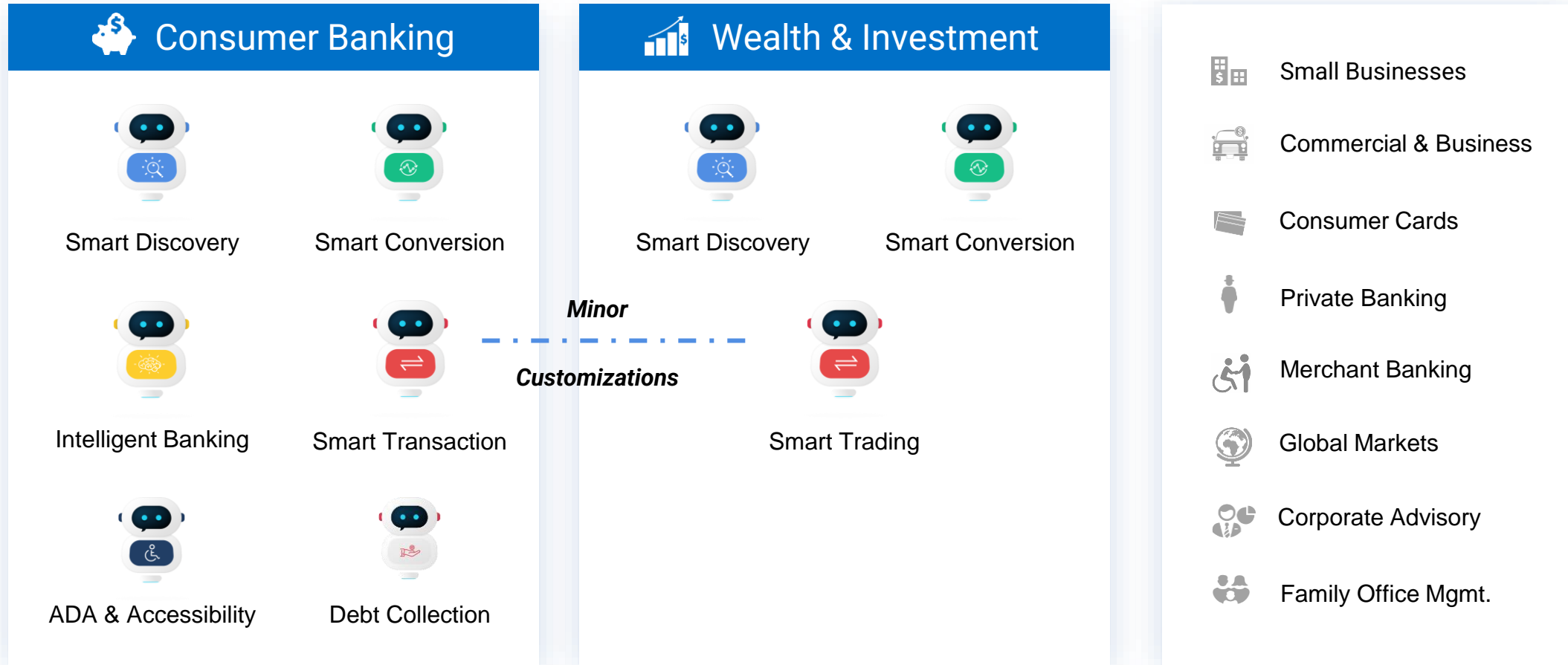
Frontline Assistant - Demo

| Benefits of Frontline Assistant for Financial Institutions

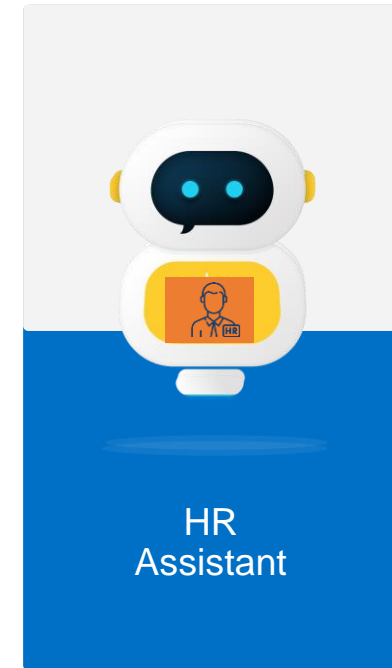
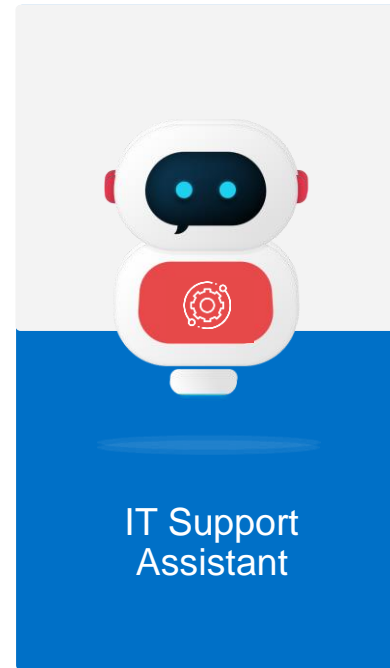
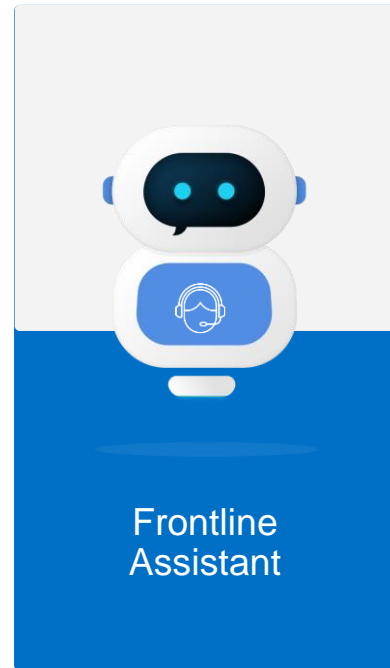
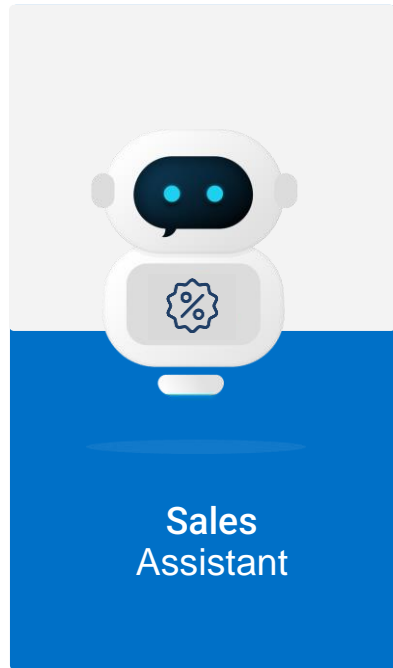
1. Provide instant access to policy and procedure to your staff
2. Ensure staff keep up with the constant changes in the knowledge required to assist customers
3. Improve staff productivity by 20% - 30%
4. Reduce the wait times and average handling times of calls
5. Train your staff 30-40% quicker

Beyond Call Center Automation

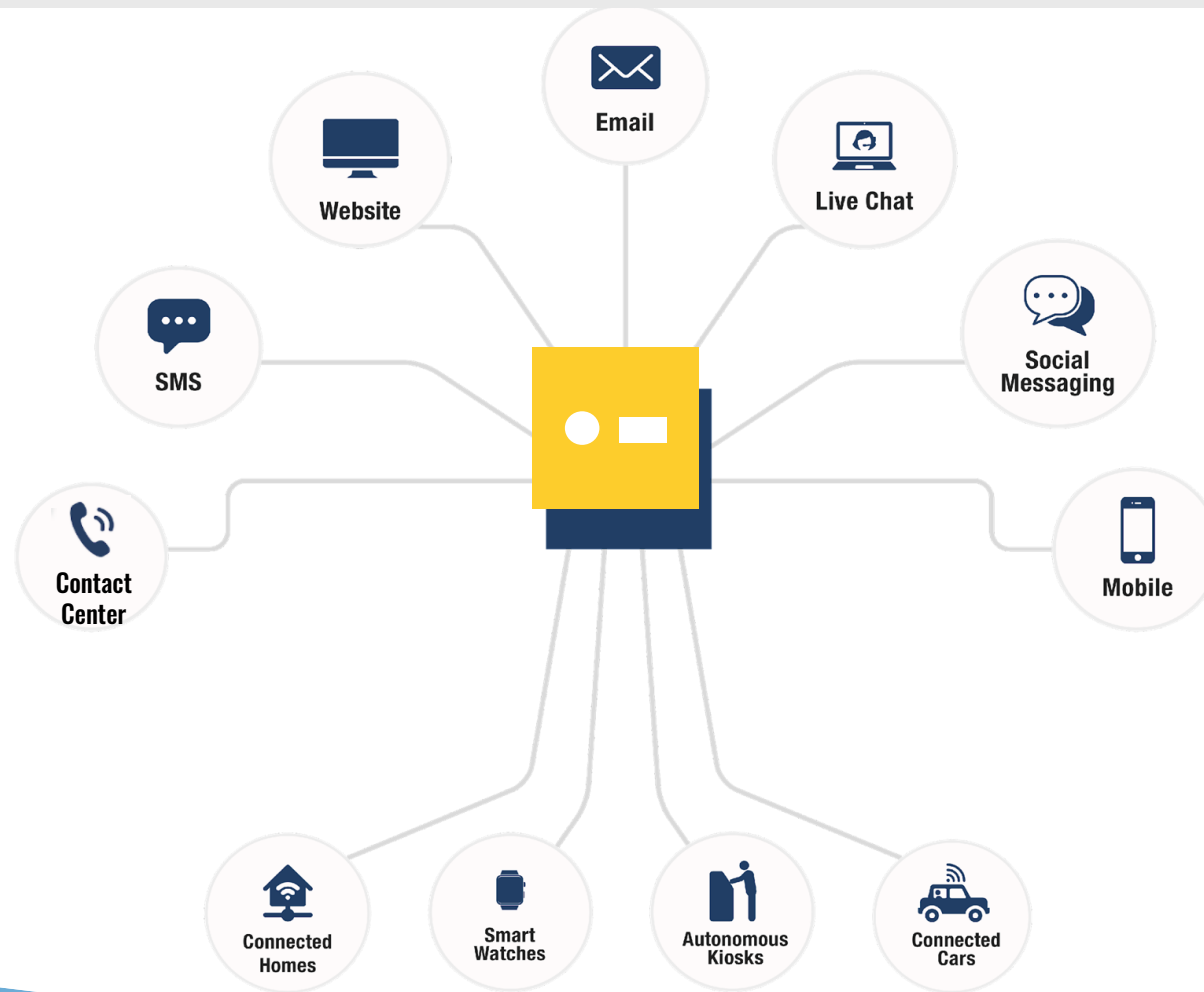
Solutions Driving your Customer Goals



| Solutions Driving your Employee Goals

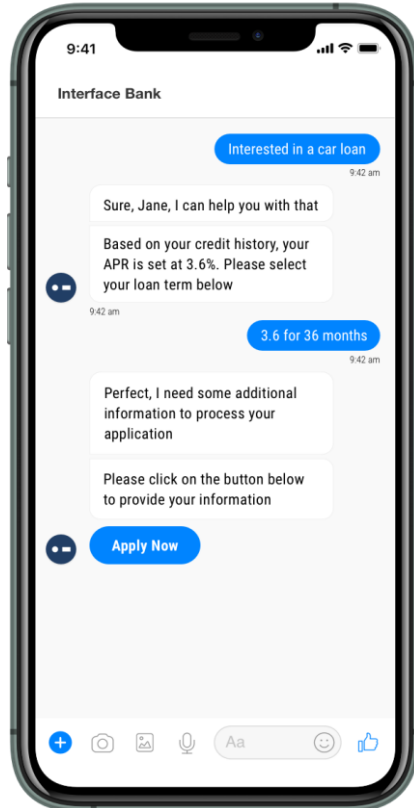


Omni-Channel with Voice & Text

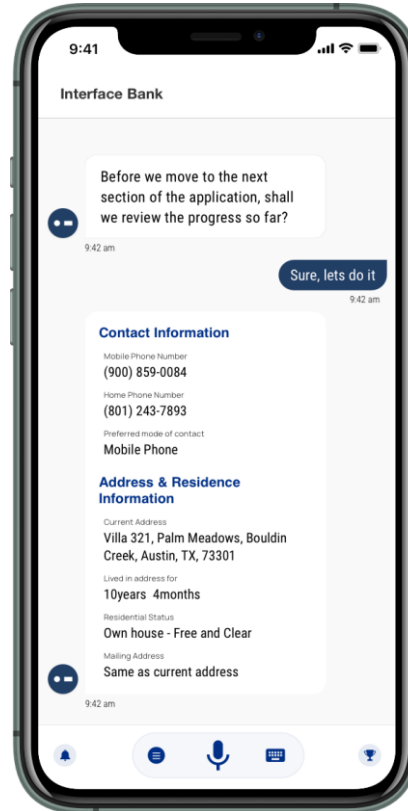


Omni-Channel with Context

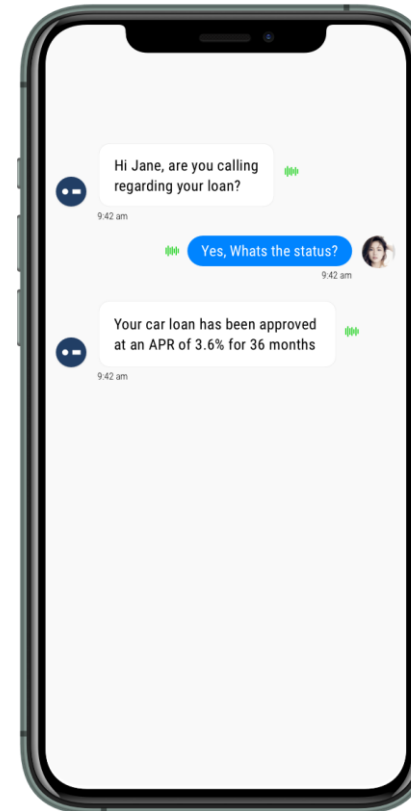
 **Messenger Bot**
Mobile
Text Interaction



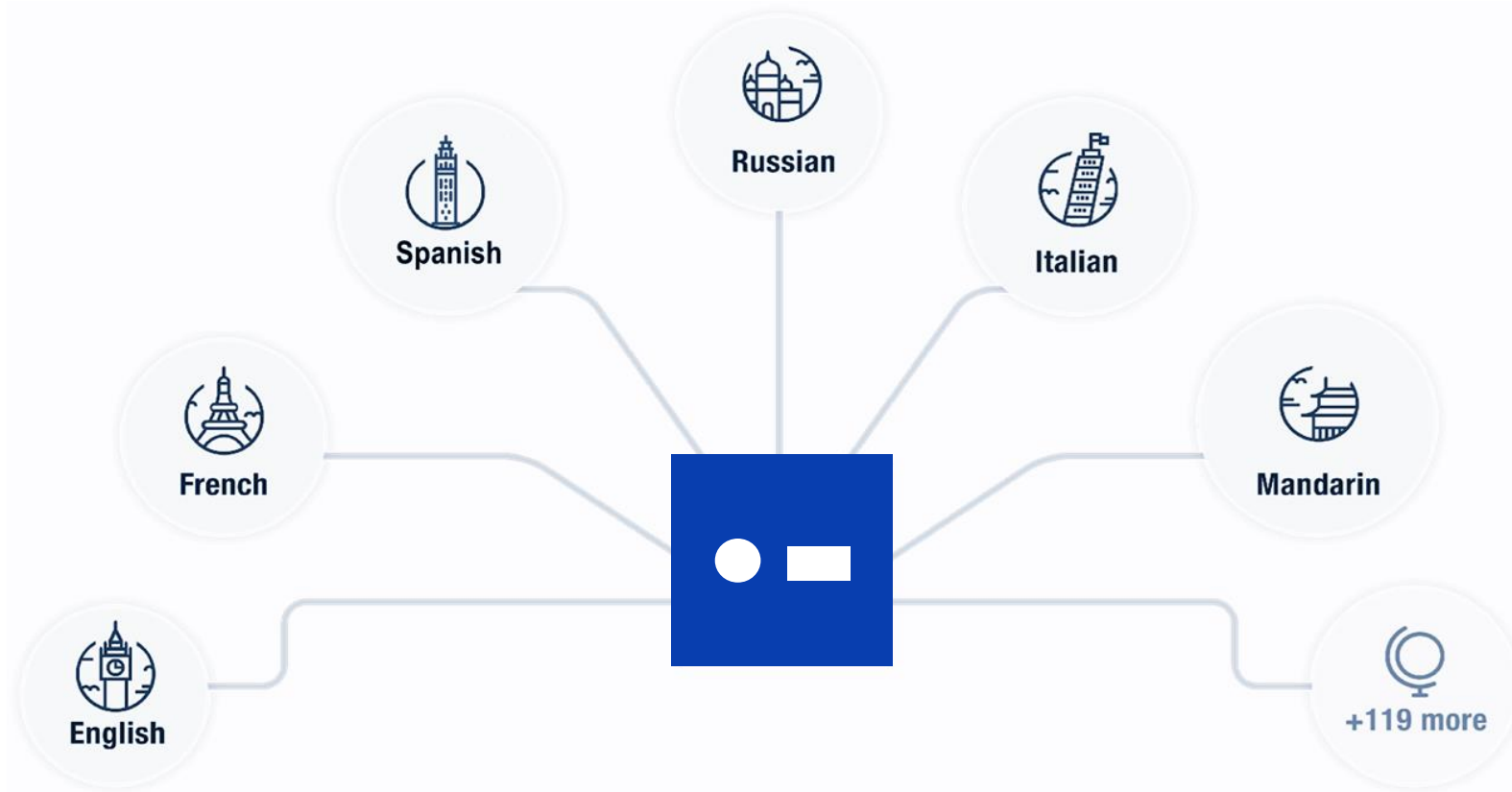
Mobile Bot
Text & Voice Interaction



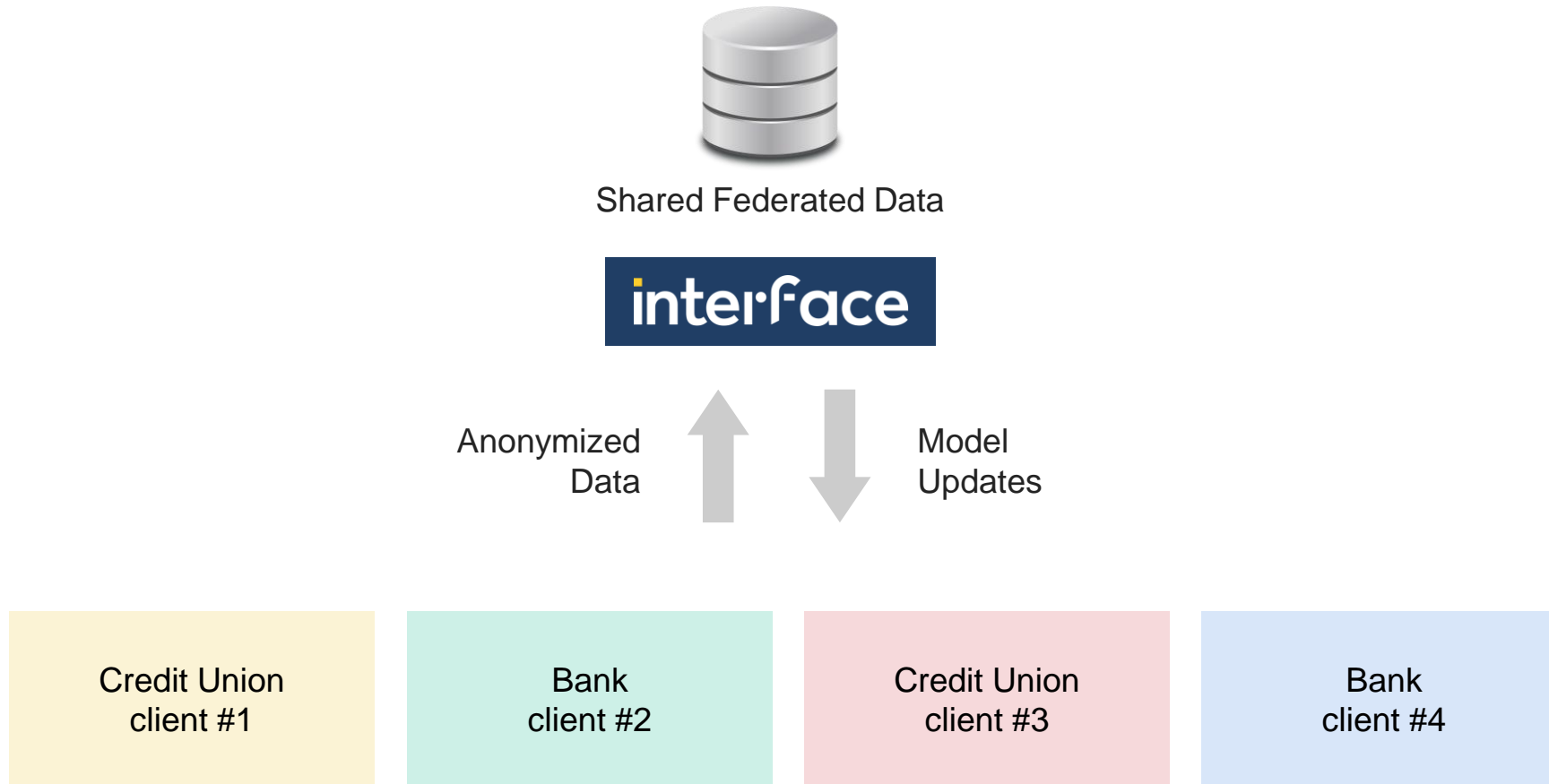
 **Contact Center**
Mobile
Voice Interaction



I Multilingual with Voice & Text - Global



Collective Intelligence To Create Value on Day 1



Impact

University CU ~ \$920M Assets - Impact & ROI of Royce



Channels it is live on



Website



Mobile



Call Center



437

Days Since Launch

Efficiency Gained



6,847 hrs

Hours Saved

Top-line & Bottom-line Impact



\$1.37M

Cost Savings



222,962

Total Interactions



136,941

Calls Avoided



\$835K

Annual Revenue Enabled

Neighborhood CU ~ \$1.0B Assets - Impact & ROI of Nick



Channel it is live on



Call Center



182

Days Since Launch

Efficiency Gained



3,881 hrs

Hours Saved

Top-line & Bottom-line Impact



\$776k

Cost Savings



263,393

Total Interactions



77,600

Calls handled AI



50% to 90%

Call Handling Rate improved

Allied Perspective

Having established the capabilities of AI & potential benefits to financial institutions, how did Allied go about identifying the right partner?

Allied typically works with multiple vendors for every offering.
For AI, however, interface.ai is the only option.
Why is that?

What is the response from FIs on interface.ai's offerings and capabilities?

Q&A

Want to learn more?

Charlie Peterson
charlesmpeterson@alliedsolutions.net



Visit our Website
www.alliedsolutions.net



View our Resources
alliedsolutions.net/resources



Subscribe to our Newsletters
alliedsolutions.net/enews



Follow Allied on Twitter
<https://twitter.com/alliedsolutions>
[@alliedsolutions](https://twitter.com/alliedsolutions)



Visit Allied on LinkedIn
<https://www.linkedin.com/company/allied-solutions-llc>
Allied Solutions LLC



Like Allied on Facebook
<https://www.facebook.com/AlliedSolutionsLLC/>
[@AlliedSolutionsLLC](https://www.facebook.com/AlliedSolutionsLLC/)

Thank You