

Bots for your customers

You've done digital. Do it better.

Customers don't care how much you've invested in web and mobile development; they just want superior service and the right products when they need them.

\$310 billion

Total IT spend by FIs by 2019 — largely earmarked for customer-facing digital platforms

45%

Consumers who don't complete online transaction due to poor service, despite billions already spent to date

300%

Higher spending by engaged customers every year

Keeping customers digitally engaged, and happy, is more important than ever. Alternative players are popping up every day, scooping up business. Bots are a way for you move out of "keep-up" mode, and get ahead of the competition.

How bots help

Bots turn the traditional digital experiences your customers are used to into conversational, personalized, and instantly gratifying engagements.

With bots, your customers can:

- **Conveniently** get product or service recommendations like when rates drop or when new loan products become available
- **Simply** request balance updates, make transactions, complete loan apps, take action on fraud alerts, and pay bills on command
- **Instantly** receive real-time financial advice at the point of engagement
- **Quickly** access real-time customer support across all channels – text, email, mobile app, website, call center, or branch

Make the cross-sell make sense.

Jess, I see you have a "You're There" savings account with us and you recently reached out for information on life insurance.

Yes, I enjoy banking with you and we are expecting our first child soon.

Congratulations! Are you also looking to purchase a home? We have a special mortgage offer you may be interested in.

Tell me more! We are looking for a home in the next year.

Fraud happens. Inconvenience doesn't have to.

I noticed a transaction posted to my account that I didn't make.

Ok. To flag the transaction as fraud please send the last 4 digits of your SS, address, and mother's maiden name.

1234, 530 South 13 street, Smith

I flagged the transaction. We will monitor your account for the next 48 hours.

Learn how bots can help your bank or schedule your personalized demo at www.kore.ai.

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Bots for your workforce

You've got 'smart' technology. Kore.ai can make it smarter.

From front-line staff to operations to customer support, FIs struggle with familiar challenges that continually hinder agility, growth, and profitability.

\$1.47 trillion

Worldwide IT spend for last five years alone on enterprise software

\$1.8 trillion

Worldwide IT forecasted additional spend over next five years on enterprise software

30%

Actual time spent each day by reps selling vs. system and administrative tasks, tending to email and attending meetings

Despite the huge investments made in enterprise software, employees find it more difficult than ever to get work done. Bots keep you out of the endless cycle of spending to build more custom apps and websites to meet the needs of today's workforce.

Make work less work.

Becky, I have triaged and assigned 3 new incidents to your queue.

Thanks.

Pam, there are 15 unassigned incidents in the queue. Can you please have your level 1 team review?

Thanks I will instruct the team to review these.

Anticipate customer needs.

James, rates dropped. There are 54 open opportunities of customers using the Gold Card and at least one deposit account with no mortgage.

Alert Rob to follow up on 54 and offer mortgage services by month end.

Rob, a task has been created for you to follow up with mortgage services for 54 opportunities.

How bots help

Bots power some of the most widely-used third party apps in the business world, to help workers get tasks done easily and efficiently.

With bots, your enterprise can:

- **Connect** disparate systems and apps to streamline your digital workflows
- **Deliver** relevant updates, automate tasks, provide on-demand reports and execute workflows
- **Equip** staff with easy-to use messaging, collaborative workspaces, and secure file sharing
- **Cut** time and overhead costs across teams, departments, and locations with true multi-tasking and simpler communication

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