

YOUR FAST TRACK TO PROVIDING EXCEPTIONAL CUSTOMER EXPERIENCES



Kore.ai Named a Leader in 2023 Gartner® Magic Quadrant™ for Enterprise Conversational AI Platforms

With the evolution of digital banking, customer preferences are rapidly changing and the call for personalized experiences are on the rise. Customers want to manage their finances when it is convenient for them using self-service options, on the channels they already use, in the languages they know. That's where BankAssist comes in.

COMPREHENSIVE ANALYTICS

Sentiment analysis and interaction analytics to gain deep performance insights.

DEPLOYMENT OPTIONS

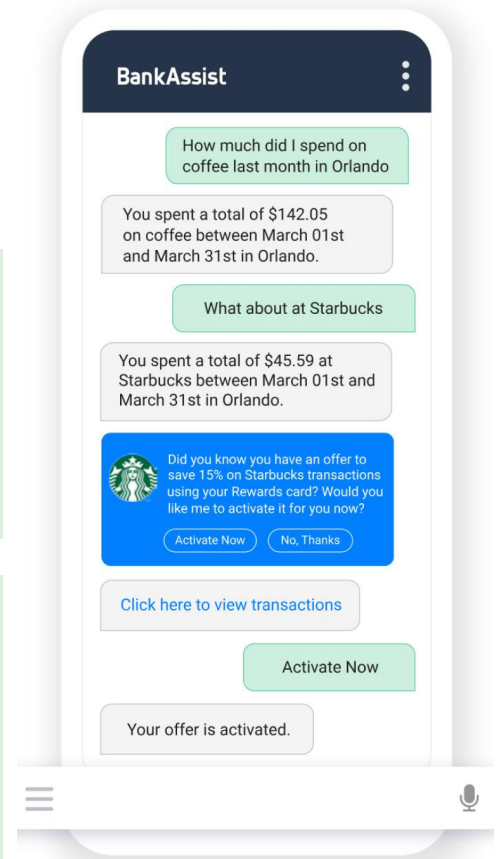
On-premise, cloud- based and hybrid deployment options offer flexibility for any organization.

AGENT TRANSFER

Empower agents with contextual customer insights from virtual assistant conversations.

BANKING - SPECIFIC INTEGRATIONS

Over 45 pre-built, industry-specific integrations to help speed up your implementation.



BankAssist offers proactive, rapid automation of routine customer inquiries and needs around the clock to increase customer satisfaction, loyalty, and reduce operational expenses.

The Industry's Only *Celent Luminary* Omnichannel Conversational AI Assistant

32%

of Users Leave Their Bank For a Better Digital Experience

72%

of Customers Rate Personalization as "Highly Important"

84%

faster deposit growth in retail banks that had higher customer satisfaction rates.

OMNICHANNEL BANKING

With 35+ pre-built channels, including Voice, Chat, SMS, and IVRs, creating a cohesive experience for your customers will be easier than ever.

ENTERPRISE-CLASS SECURITY

Our technology provides top-tier security, employing highly secure protocols and enterprise-level encryption to safeguard against vulnerabilities.

MULTILINGUAL SUPPORT

Provide truly global support for your customers with over 100 languages, localizations completed in under 6 weeks, and mid-conversation language switching.

400+ PURPOSE-BUILT, LLM-POWERED USE CASES FOR CONVERSATIONAL BANKING

Account Opening

- Product Selection
- Referrals
- Apply for Loan, Mortgage, Line, Overdraft or Card
- Open a Checking, Savings, CD or IRA
- Application Status
- Loan Calculators

Balances

- View Checking, Savings, CDs, IRAs, Credit Cards, Loans, Lines & Mortgages
- View account balances
- View available funds
- Check affordability
- External accounts

Authentication

- Customer Authentication
- Online/Mobile Passcode Resets
- Online/Mobile Banking Unlock
- Online/Mobile Banking Enrollment
- Online/Mobile ID Update
- Phone ID and PIN setup
- Phone PIN Resets
- One Time Passcodes
- Voice Biometrics*

Customer Mgmt

- Profile Changes
- Complaints
- Feedback
- Secure Messaging
- Rewards
- Credit Scores
- Communication Preferences
- Relationship Manager Info
- Branch & ATM Locator
- Branch hours and Services

Transactions

- View Transactions
- Get account statement
- Search by Amount, Date, Transaction Type or Descriptor within one or across all accounts
- View spending by major categories
- Set budgets & savings goals
- External account transactions
- Disputes

Account Details

- Routing & Account numbers
- Account Holders
- Account Status
- Limits
- Origination Details
- Rates & Fees
- Nicknames
- Phone Numbers
- Emails
- Addresses

Account Mgmt

- Account Updates
- Account Closure
- Activation & Blocking
- Alerts
- Limit Changes
- Lost/Stolen/Replacement Cards
- Statement & Document requests
- Direct Deposit
- Loan Servicing & Refinancing
- Status & Other Servicing Requests

Funds Transfer

- Internal Transfers
- External Transfers
- Bill Payments
- Person to Person Payments
- Loan/Line/Card/Mort Payments
- Automatic Payments
- eBills

OVER 45 PRE-BUILT INTEGRATIONS FOR YOUR BANKING SOFTWARE ECOSYSTEM

CORE BANKING



CARD PLATFORMS



DIGITAL PLATFORMS



BILL PAY P2P



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