

Empower your customers with agentic banking

Give your customers instant, personalized, 24/7 AI-based service that understands intent, executes transactions, and even offers proactive insights into spending and savings.

What is conversational banking?

For your customers

Our solution lets customers talk to their bank just like they would with a real person — through a chat inside their mobile or web app.

It answers questions, completes simple tasks such as payments or balance checks, and even provides personalized insights.

For your bank

Avenga’s conversational banking delivers 24/7 customer support, automates routine inquiries, and personalizes every interaction.

The AI assistant reduces call center load and speeds up response times — all while staying secure and compliant.

Key capabilities

Agentic AI framework

- Retrieval-augmented generation (RAG) and multi-agent orchestration
- Specialized AI agents for customer, account, and card use cases
- Smooth escalation to human agents when needed

Mobile SDK integration

- Lightweight SDK embedded in your existing mobile app via floating chat button
- Rich conversational UI elements (text, quick replies, carousels, cards)
- Biometric re-authentication for sensitive actions

Cloud-native architecture

- Built on Microsoft Azure: App Service, Cosmos DB, AI Search, AI Foundry
- Deep integration with the Azure Agent Orchestrator — the component that coordinates multiple intelligent “agents.”
- Full support for authentication (Entra ID), monitoring, and audit trails

Benefits at a glance

For banks	Intelligent assistance inside your banking app	Automated inquiries, payments, and routine tasks	Scalable, modular platform
For customers	Active user engagement	Omnichannel and multilingual support	24x7 availability
	Reduced wait times	Personalized banking experience	Instant access to banking services

[Talk to an expert](#)

About Avenga

6000+

digital transformation experts

610

companies transformed

years of experience

30+

Avenga has been recognized by Information Services Group (ISG) as a **Rising Star** in the 2025 ISG Provider Lens™ Quadrants for **Data Science and AI Services**, earning distinction in two key areas of expertise: Advanced Analytics and AI Services, and Data and Analytics Modernization Services.



"Avenga really makes it feel like you are working with an existing internal team."

Ron Holmes, CTO, Radium Capital

"They're very open to feedback, which makes them a robust partner for our organization."

Anna Chatzianastasiou, Programme Manager, Fidelity International