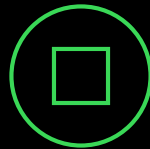# Virtual Banking Assistant

Virtual Banking Assistant

35
Million users

92%
Containment rate

85%
Customer satisfaction

The global leader in omni-channel voice and chat banking assistants.

Clinc's revolutionary conversational AI has been proven successful at some of the largest banks worldwide. Our technology powers exceptional experiences that build customer loyalty and generate an immediate ROI. By having a singular focus on financial services, Clinc understands critical trends and requirements in the retail banking landscape.

Leveraging Clinc's patented conversational AI technology, the Virtual Banking Assistant is the only solution that has been deployed to over 35 million users across the globe. The technology is scalable, providing out-of-the-box conversational flows for over 30 of the most common customer requests.

Exceeding Customer Expectations

24/7 Customer Access - Clinc's Virtual Banking Assistant is always on and ready to assist your customers. Answer questions, provide electronic banking support or conduct transactions over voice and chat.

Drive Engagement to Boost Revenue - Our powerful and cutting-edge customer experience is proven to increase customer acquisition. Leveraging data from our solution enables our clients to run targeted ads and provide tailored product recommendations.

Scale at a Lower Cost - Whether you have 3 requests or 3,000,000 you can rely on the Virtual Banking Assistant to provide reliable service with 85% CSAT and 92% containment rates. No need to balance staffing, keeping costs down and service levels more predictable.

Omni-Channel Support - Deploy the Virtual Banking Assistant experience with ease while maintaining complete control of deployment across multiple channels, including Alexa, web messenger and mobile apps.

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What makes Clinc's Virtual Banking Assistant unique?

Messy Language - Our AI learns patterns in speech to recognize slang and understand contextual clues. This means your customers can speak as they would speak to a human—messy, natural, and conversational.

Conversational Healing - Allows the customer to change information they've provided at any point in the conversation. Other solutions force them to start over, frustrating customers, and creating a negative experience.

Context Retention - Whether starting a new conversation or picking up where they left off before, our technology retains history, ensuring customers feel remembered and understood.

Fast Implementation

Getting your Virtual Banking Assistant up and running is easy.

What can the Virtual Banking Assistant help your customers do?

- Balance Inquiry
- Transactions
- Spending History
- Spending Advice
- Transfer Funds
- Lock & Unlock Card
- Credit Card Payments
- Account & Routing Number
- Bank Locations
- ATM Finder
- Card Error
- Zelle Payments (P2P)
- Replace Card
- Dispute Transaction
- Bill Pay
- Update PIN/Password
- Open Account
- Order Checks
- Remote Check Deposit
- Product Information/Rates
- Automatic Payments
- Withdrawals
- Describe Electronic Banking
- Direct Deposit
- Overdraft Protection
- Contact Information
- Update Account Information
- What Can You Do?
- Agent Handover

Typical Deployment Timeline

Key Activity	Owner	Project Start (Scope/Design) Month 1	Rollout/Enhance Month 2
Cloud Hosting Setup	Clinc		
AI Model Deployment	Clinc		
Define Response Requirements	Customer		
AI Model Configurations	Clinc		
Bank API Setup & Configuration	Clinc		
AI Version Quality Assurance	Customer		
Define SDK/FE Configurations	Customer		
SDK Integrations/Configurations	Customer		
UAT, Final, QA and Go Live	Clinc		

More Return on Engagement

When your customers are fully engaged, good things happen. Questions are quickly answered. Transactions are easily made. Loyalty is built. And ROI is generated. An exceptional customer experience makes it all possible. And we know exactly how to do it.

Start the conversation.

When you're ready to start unlocking the possibilities for your bank, Clinc is here to help.

More at clinc.com.

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