



/NVEN/CA

**Transforming business
with innovation**

Retail banking conversational language platform

A major bank in the Americas handles millions of queries a year through their customer services call centres.

The system reliant on a traditional interactive voice response, an old legacy touch-tone system and a confusing menu interface was becoming outdated and led to deteriorating customer satisfaction. The bank wanted to provide a more efficient and inclusive language platform to be implemented into their call centres.

/What we did

Invenica's DisruptCX division designed and created a new conversational language platform for the Bank to alleviate customer service issues and reduce operational costs by implementing a highly responsive conversational automated voice solution.

DisruptCX builds and supplies disruptive technology specifically for call centres, providing an automated virtual assistant to converse with customers in contextual speech or text-based conversations. Artificial Intelligence (AI) software powers the self-service application, whilst the continued development and testing of AI and Machine Learning capabilities ensures the platform can face new, complex customer scenarios unaided. The creation of a full suite of detailed analytics tracks interactions between the Bank's customers and the platform using the DisruptCX solution.

/What we delivered

Through an iterative and agile approach, Invenica delivered disruptive technology for a Financial Institution:

- ///** Deploying a language model allowing accurate speech recognition of multiple national dialects - tailored to the language of the banks customers
- ///** Adhering to the Bank's high benchmark KPI's for semantic accuracy and task completion rates, strict requirements for PCI compliance and, existing security data privacy standards
- ///** Implementation of an encryption service that allows secure handling of sensitive data and optimisation of the Automatic Speech Recognition engine through Machine Learning algorithms

/About Invenica

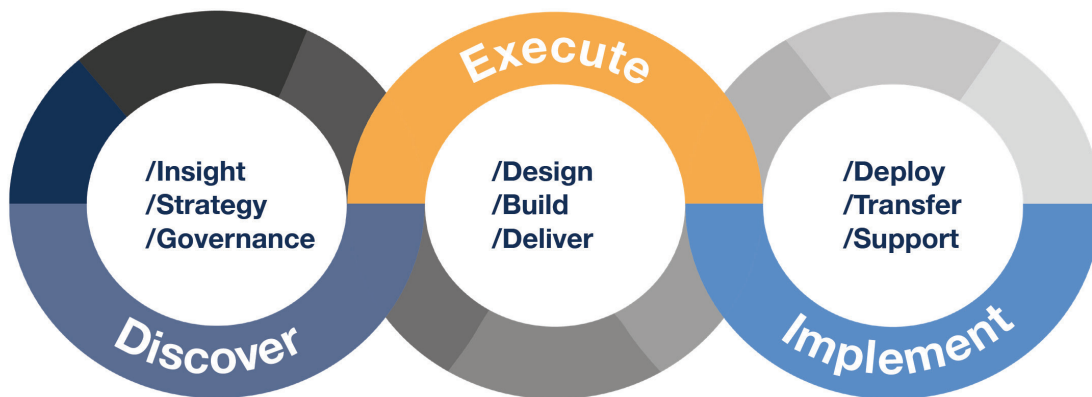
Invenica is an independent technology development and consultancy company. We use technology innovation to solve difficult problems for our clients.

We have deep technical and industry knowledge, and a breadth of experience delivering complex enterprise projects. We work for global blue-chip companies, delivering mission critical solutions in the most demanding of environments. We help our clients develop a clear IT strategy – working with them on POCs and Prototypes that deliver a tested and “fast tracked” approach.

/Discover The Possible

We launched our “**Discover the Possible**” program in January, and over the coming year, we will be exploring the challenges and opportunities of emerging technology. We will be separating the fact from the fiction, translating the buzz words and jargon into simple plain language, and analysing real business use cases. Our team will be collaborating with our clients, partners and subject matter experts across the markets creating whitepapers, webinars and industry articles to spark discussion and debate.

/Delivery Framework



We build solutions that perform in the most demanding of client environments and have a rigorous testing and quality assurance process. Our clients trust us to deliver a “right first time” deployment and migration path for the solutions being developed.

We have just published the latest instalment in our Discover the Possible series; The Advantages of Emerging Technology. To download the content, visit www.invenica.com/discover

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