



## Factsheet – Finbot for Fusion Corporate Channels

# Omni-channel conversational AI chatbot and voicebot for corporate banking

Pre-integrated with Finastra's FusionFabric.cloud, Finbot assists digital onboarding and Conversational Banking with natural language text and voice chat, that enables banks to automate customer support, and improve customer experience.

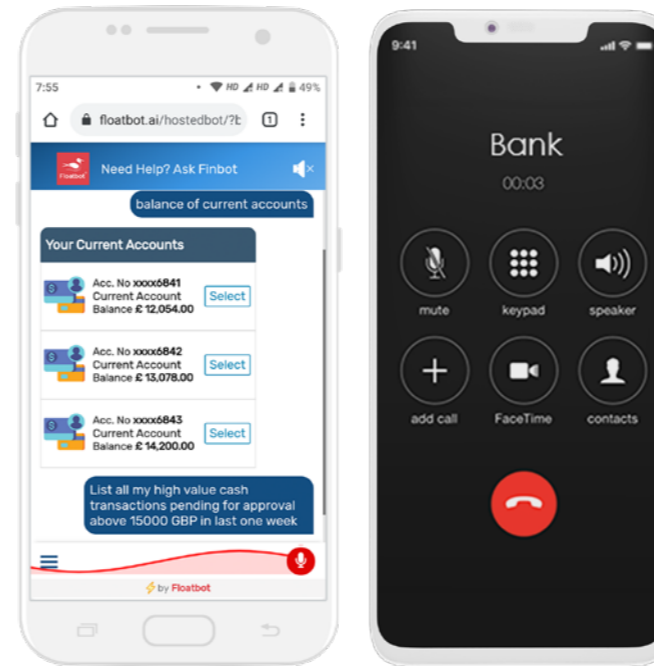
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**Finbot makes Corporate Banking omni-channel and millennial ready, enabling users to interact with their bank using a wide range of platforms and channels, including Web app, WhatsApp, iOS, Android and Contact Center."**

### The Challenge

Businesses today need banking to happen quickly. It's partly because of pressures to deliver more and increase efficiency. But as life becomes more digitized, customers have higher expectations for instant, seamless access to services, with an intuitive experience. Being stuck in call center queues, waiting for email responses or visiting physical branches is becoming less and less acceptable.

Banks are being challenged to ensure that their corporate and business customers are not attracted elsewhere by agile competitors and startups whose customer experience is a highly attractive selling point.



Voice AI - Phone Banking

## Key Features

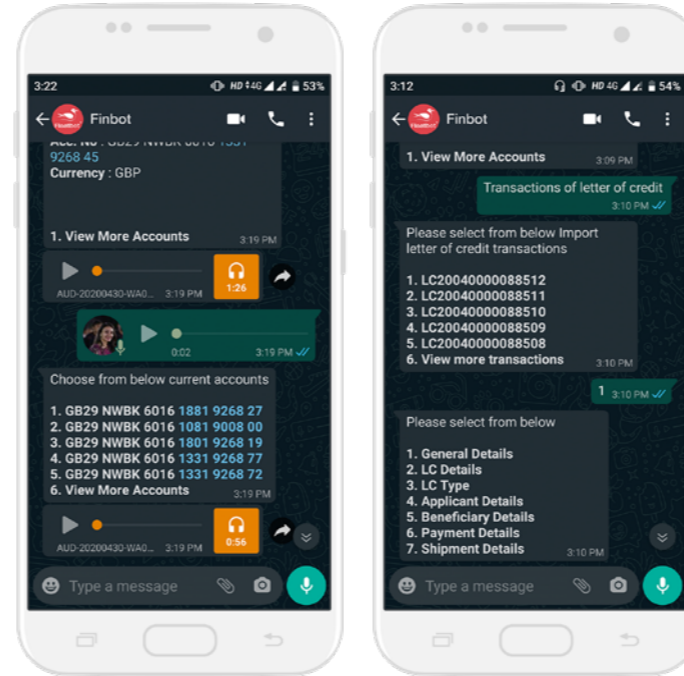
- Pre-built dialogues and pre-trained AI knowledgebase for corporate banking
- Seamlessly interacts with Finastra's Fusion Corporate Channels
- Supports Omni-channel Banking across WhatsApp, iOS, Android and Web portal, including a voice command functionality
- Integrates with contact center solutions to automate inbound and outbound support calls
- Innovative Chatbot UX with Customizable business rules and branding
- View account and transaction details
- Approve and reject single or batch transactions
- Supports 150+ languages

## How it works

Finbot is a conversational AI chatbot and voicebot for corporate banking. It is powered by Floatbot.ai, a software as a service-based conversational AI platform that helps banks to reduce customer support cost, enhance customer experience and increase digital sales.

For customers wishing to customize Finbot's capabilities, Floatbot's "No Code" platform makes it possible to build and deploy unified bots [Chatbots and Voicebots] 90% faster, using an advanced workflow-builder and conversational AI tools.

Natural language processing (NLP) and named entity recognition (NER) libraries that are also specific to corporate banking ensure it is ready to deal successfully with a wide range of customer queries and interactions.



WhatsApp Banking

With Finbot, corporate and business banking customers can carry out a wide range of banking services through multiple channels using natural-language text chat and voice conversation.

It integrates with Finastra's FusionFabric.cloud to interact seamlessly with Fusion Corporate Channels, enabling customers to communicate with their bank easily. Customers have access to the banking support that they need through a wide range of platforms and channels, including iOS, Android, web apps, WhatsApp and Contact Center.

Finbot enables customers to easily view a wide range of financial information as well as carrying out transactions and approvals:



### Financial information

- Accounts and balances
- Account statements
- Exchange rates
- List all trade counterparties or a single counterparty



### Transactions and approvals

- List high value transactions
- View details of a single transaction
- Approve/Reject one single transaction (for cash management and trade finance)
- User audit trail on any transaction

## Contact us

### About Finastra

Finastra is building an open platform that accelerates collaboration and innovation in financial services, creating better experiences for people, businesses and communities. Supported by the broadest and deepest portfolio of financial services software, Finastra delivers this vitally important technology to financial institutions of all sizes across the globe, including 90 of the world's top100 banks. Our open architecture approach brings together a number of partners and innovators. Together we are leading the way in which applications are written, deployed and consumed in financial services to evolve with the changing needs of customers. Learn more at [finastra.com](https://finastra.com)

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