Fusion Dixibot: Finastra’s self-service virtual assistant for banks

- Enhance customer experience with human-like interactions
- AI-based software with capability to learn from past interactions and improve responses
- 24X7 customer service, reliability and accuracy of information
- Generate leads by assessing customer interactions to serve them better

With consumer expectations increasing, the use of artificial intelligence (AI), machine learning and chatbots in banking is also on the rise. More and more banking organizations are leveraging AI to launch chatbot solutions, to help them reduce costs and serving increasingly tech-savvy consumers. Nearly 64% of people believe chatbots are beneficial, as the 24/7 service they offer makes businesses more reliable and efficient.

By 2022, Gartner predicts that 70% of all customer interactions will involve machine learning, chatbots, and mobile messaging.”
Chatbot integration in mobile banking apps will be the dominant channel for chatbot-driven customer communications, accounting for 79% of successful interactions in 2023. This is driven by rising user preference for app-based banking and the strong performance of early banking chatbots.

**Better customer service experiences, at a lower cost**

265 billion customer support requests are made every year, and it costs businesses a whopping $1.3 trillion to service them. Cost savings from using chatbots in the banking industry are estimated to reach $7.3bn globally by 2023.

Chatbots in mobile banking applications becoming dominant

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Fusion Dixibot is a conversational AI banking solution for banks to aid as a self-service virtual assistant.

Discover more about Fusion Dixibot
Features

24x7 support
integration with customer websites confers competitive advantage and the ‘always-on’ experience helps to attract and retain customers

Ease of use for customers
minimize customer errors and optimize user experience, by guiding customers through the process of transacting online, using a mix of well-designed scripts, AI and natural language processing

Progressive personal banking
banks can deliver faster and more personalized service and save precious time for themselves and their customers

Lower-cost support
reducing cost significantly when companies upgrade from antiquated, inefficient IVR technology to AI, chatbots, virtual assistants, messaging

Customer feedback and measurement
effectively capture customers’ current needs and pain points and continue to learn from every customer interaction
Building your own experience

- Integrated with core banking system through REST APIs, real-time data read
- Personalization for banking needs
  - Queries and responses
  - Utterances and keywords
  - Feature and flow control
- Independent App with capability to integrate with WhatsApp, Messenger
- Task-oriented design and flow for banks to control and personalize

Key pillars of Fusion Dixibot

Transaction experience
- Account inquiry
- Transaction inquiry

Payments experience
- Bill payments
- Fund transfer

Information experience
- Download Forms
- List branches and ATMs

Advisory experience
- Expense report
- Product recommendation
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 top 100 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

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