FINASTRA   **ACTIVE.Ai**

Factsheet - One for Corporate Banking on Fusion Corporate Channels

# Deliver intuitive conversational banking for corporate users

With One for Corporate Banking by Active.ai, business and corporate users can interact with banks using AI-powered natural language interfaces for a better and more seamless customer experience.

"With Active.ai, conversation can become the 'go-to' channel, reducing the need for users to rely on complex navigation or form-based interfaces, call centers or branch visits."

The challenge

Today, corporate and business customers need banking to be fast. It's partly because of commercial and competitive pressures to deliver more efficiently. But, as aspects of life become more digitized, end-users have higher expectations. For instance, customers expect 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.
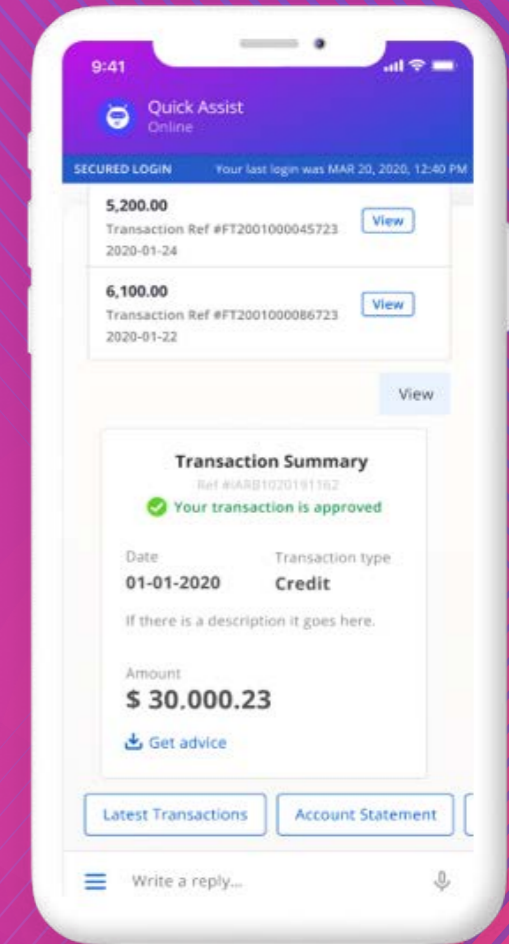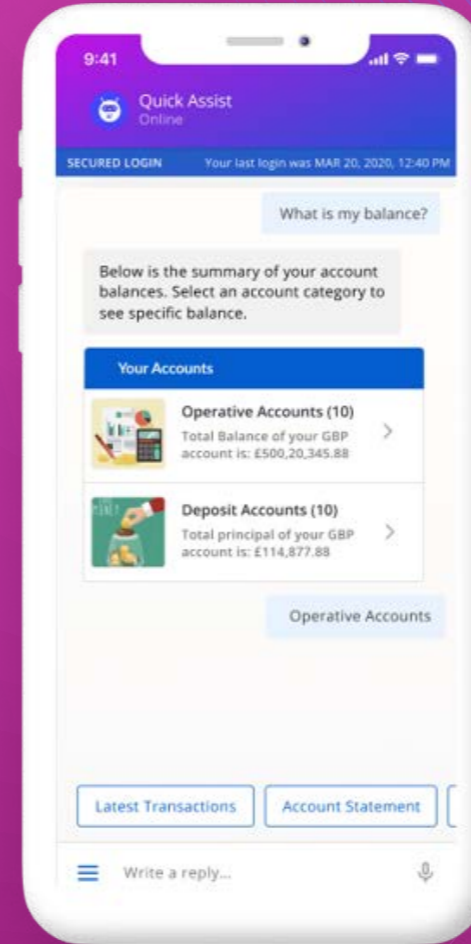
Key Features :

Check multi-currency account balances, query account details and view detailed account statements. Exploit untapped revenue opportunities by exposing the information needed to take action

Get FX quotes, approve pending transactions on the go and check the updated transaction details

Highly intelligent and secure

In-depth analytics of conversational data

Extensible through microservices architecture-based APIs

Highly customizable features including business rules, custom responses and branding

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How it works

One for Corporate Banking makes it possible for corporate and business banking customers to carry out a wide range of banking services using natural-language conversation through multiple channels. Powered by state-of-the art AI, it integrates with Finastra's FusionFabric.cloud to interact seamlessly with Finastra's Fusion Corporate Channels solution and enables users to interact with their bank using a wide range of platforms and channels, including iOS, Android, web apps, WhatsApp and Skype.

With Active.ai, conversation can become the "go-to" channel, avoiding the need for customers to rely on complex navigation or form-based interfaces, call centers or branch visits. At the same time, it reduces the pressure on bank resources.

Active.ai's proprietary platform includes a conversational AI engine, conversational middleware and business applications with pre-built use cases.

Current use cases include:

Enquiries: Balance, Transactions, Transaction Status, Pending Approvals, Exchange Rate

Requests: Download Statement, Approve / Return Pending Approval Transaction, Funds Transfer

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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**

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