FINASTRA   *CoRover*®

Factsheet – Human Centric Conversational AI Platform

The app is a human-centric conversational AI platform for customer service.

The Human Centric Conversational AI Platform provides customer service virtual assistants in over 100 languages and supports over 400 million users worldwide.

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Seamless and effective conversations in business are the keys to customer success. With CoRover on board, Crayon is now well equipped to provide the best-in-class conversational service to its customers."

Vikas Bhonsle
CEO, Crayon Software

Customer satisfaction is key in acquiring and retaining customers, but customers expect high levels of service with their questions answered quickly. Unverified information on search engines, social media and busy or inactive contact numbers create customer dissatisfaction.

COVID-19 has driven a greater need for an enhanced digital experience as many customers prefer it over branch.

A virtual assistant which talks in the local language can provide quick and authentic information to users. However, banks struggle to provide this service via voice and message in customers' language. The Human Centric Conversational AI Platform from CoRover delivers a multi-format, multi-lingual and omni-channel virtual assistant to provide unbeatable customer experience.
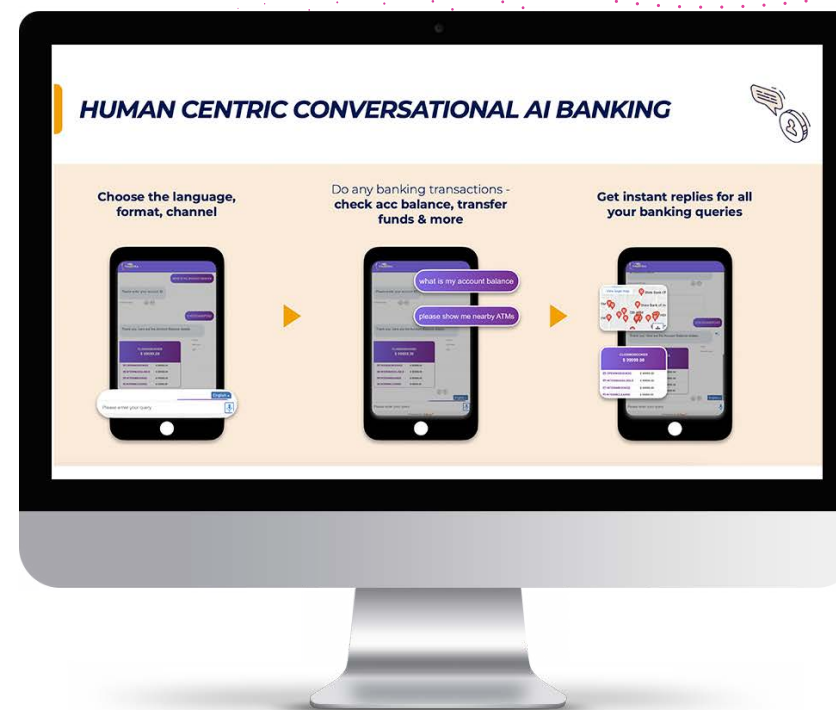
An example of the ChatBot feature

How it works

Human Centric Conversational AI Platform provides banks with unified conversational AI solution for any banking related queries and transactions to help improve lead generation, the bottom line via customer automation and customer experience by personalization. The solution helps users talk to banking portals the way they would talk to a person.

The app is multi-format including VideoBot, VoiceBot, ChatBot, Click Based Bot and multi-lingual with 100+ languages available. It can be integrated with existing retail digital channel as well as other channels such as WhatsApp, Telegram, SMS, Twitter, Signal, and more.

An option to have the virtual assistant as a standalone webpage or app is also available. These capabilities automate the customer support with artificial intelligence virtual assistant, and let users do the banking with the human centric bot, resulting in reduced operational costs for financial institutions.

The app's standard offering with customization options is pre-integrated with Finastra's Fusion Essence and Fusion Equation core products. It is available through different deployment models including on-premises, hosted cloud, SaaS or hybrid and can be implemented in three to six weeks.

Why HCCAP?

Unified conversational AI solution for banking related queries and transactions.

The app is multi-format including VideoBot, VoiceBot, ChatBot and Click Based Bot.

Support for over 100+ languages and through more than 15 channels.

Deployment is 10x quicker and has 90% accuracy due to pre-trained configurations.

Improved customer satisfaction by 70% and reduced support costs by more than 30%.

Key benefits

Increase revenue

Grow market share with lead generation. Increase customer retention and satisfaction through enhanced customer experience and personalization. As a result, banks can cross and up-sell products to existing customers to increase revenue.

Improve efficiency

Pre-trained machine learning data models used by over 350 million users, generate high levels of accuracy. Improve operations' efficiency with virtual assistants that provides 24/7 automated support in multiple formats and in over 100 languages.

Reduce cost and risk

Eliminate the need for current costly systems through automated customer support and quick go-to-live times through use of the human centric bot. This reduces operational cost as well as risk of human errors and inconsistent employee performance.

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**

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