



Factsheet – Virtual Call Center Agent

Dramatically improve call center outcomes with the Virtual Call Center Agent.

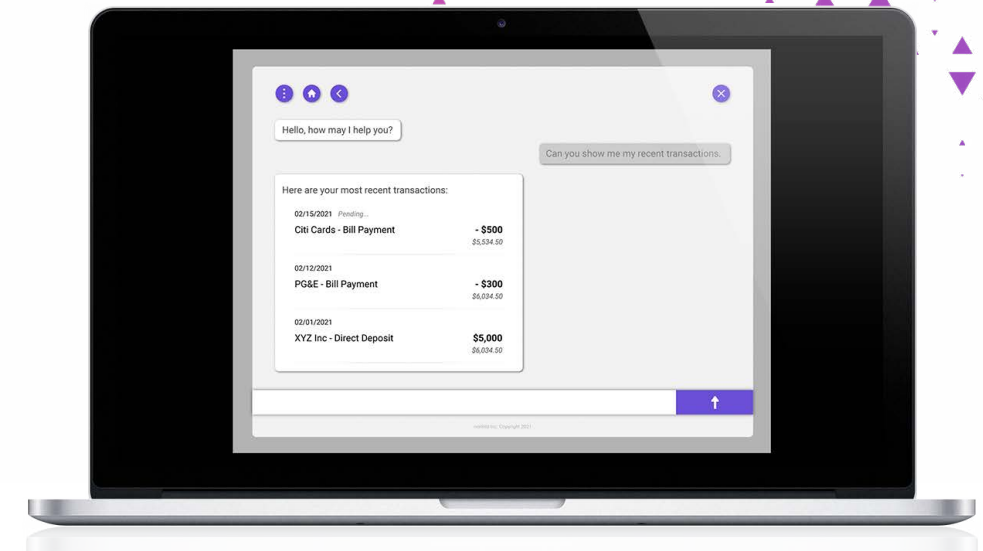
Deliver almost immediate improvements to call center efficiency and customer satisfaction using the AI driven Virtual Call Center Agent.

The noHold platform SICURA® is currently being used by 300 banks.

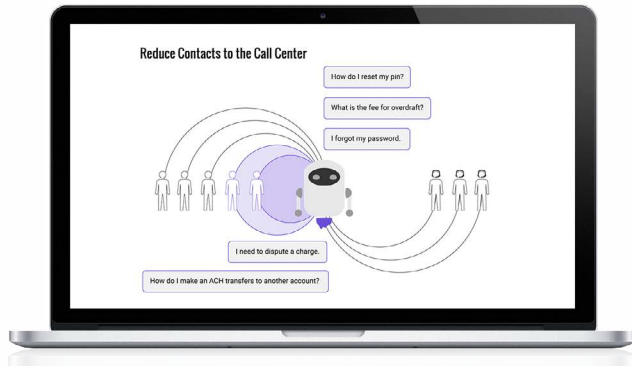
Call centers are under a lot of pressure, especially during global events similar to the COVID-19 pandemic. Crises cause additional challenges for call centers, such as training remote agents. As a result, they often deliver poor outcomes for customers.

The churn of call center agents is above 80% annually and the average training cycle is between 3 to 4 weeks. This causes a very expensive continuous recruitment and training cycle.

The average cost per call center contact is expensive. Automating responses to customer queries drives down costs, increases profitability and provides around the clock, consistent support.



An example of the Virtual Agent



How it works

The Virtual Call Center Agent (VCCA) is a powerful mechanism of support in any call center environment. The VCCA can answer calls automatically using AI, leveraging the powerful combination of a Natural Language Processor and Inference Engine. It provides clear, consistent and informed responses that are not impacted by variations in human agent training or knowledge. The cost of leveraging automation to service customers is well below that of human agents.

The VCAA can operate in multiple languages (Chinese, Japanese, Russian, Korean and all European languages) and is easily trainable. It takes in the information provided about the top customer questions and drivers. Learning as it goes, the VCAA can answer direct questions, but can also respond to queries that require confirmation or clarification.

It manages a variety of changes during the course of a conversation, including interruptions and subject changes, whilst maintaining an understanding of the context of a call.

The VCCA app is pre-integrated to Finastra's Fusion Digital Banking core product using key FusionFabric.cloud APIs to provide a highly personalized user experience. Implementation and integration are very straightforward with on-premise and on-demand deployment options available. noHold provides financial institutions with a phone number preconfigured to be answered by the VCCA. Therefore, all that a financial institution needs to get started is a phone system that allows calls to be directed to an external phone number.

Why the Virtual Call Center Agent?



The VCCA app ensures customers receive answers automatically and removes the possibility of spending long periods on hold.



Financial institutions can reduce the need to have calls answered with human intervention.



The app provides 24/7/365 service and the speed and quality of the service continuously improves over time.



By recording every single interaction, the VCCA can understand what is most important to their customers.

Virtual Call Center Agent reduces cost by more than 25%, increases revenue by 3% - 7% and improves efficiency by 20% for financial institutions.

Key benefits



Improve customer satisfaction

Increase customer retention through greater customer satisfaction, which is driven by VCCA's prompt responses. The customer gets answers immediately without the frustration of being kept on hold.



Increase revenue and scale up

The scalability of the VCCA app supports financial institutions without the need to hire more agents as the customer base grows. It eliminates concerns about the training and remote hiring of new agents. In addition, the app can identify cross-selling opportunities by systematically capturing customer interactions.



Reduce liability risk

Using the VCCA app limits liability and the associated risk because it only answers questions in the way specified by the financial institution. As a result, consistency in answering questions is guaranteed.



Reduce cost per call

The cost of using the VCCA app is 10% of that of a human agent. This means the cost of answering a call through VCCA is far less than the cost of answering the same call with traditional methods.

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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