



## Factsheet – Kasisto Business Banking

# Manage business banking complexities and improve customer satisfaction using conversational AI.

Manage the complex business banking activities for small businesses up to large corporations by using conversational AI technology while offering contextual services. Provide immediate access to information, services and products through human-like, intelligent conversations, 24/7.

The importance of digital customer engagement methods was accelerated by the global pandemic and the digital convenience customers expect. The lack of features and inferior user experience of most digital solutions available in the market causes customer dissatisfaction and calls to contact centers thereby increasing time and cost of service. Customer Service Costs are also rising

due to the need to hire, train and retain more agents to handle incoming queries and requests.

Kasisto Business Banking was created to allow banks to manage the business complexities of banking online, ensuring elevated customer satisfaction and decreasing cost of services.





## How it works

Kasisto Business Banking handles the complexities that come with managing business banking activities by using conversational AI technology. It helps banks to engage with small businesses all the way up to large corporations while offering them contextual services. The solution provides immediate access to information, services and products through human-like, intelligent conversations, 24 hours a day.

The solution provides answers to the most frequently asked questions in business banking around services, products and terminology. Banks have access to the solution's portal to review usage metrics and analytics, update answers to frequent questions or create

segments of their user base, based on any attribute. This ensures distinct and personalized experiences for each segment.

Through integration with Finastra's Fusion Corporate Channels core solution, Kasisto Business Banking offers real-time access to cash positions and balances. It also provides domestic and international transaction status, aggregate holdings, the ability to approve payments and more. These features are enabled using a pre-trained and pre-integrated Intelligent Digital Assistant that engages with users in a natural, conversational way.

## Why Kasisto Business Banking?



Using artificial intelligence, Kasisto Business Banking is enabled to understand thousands of questions and provide the right answers to customers.



With direct integration into Finastra's Fusion Corporate Channels, access to information, services and products such as cash positions, domestic and international status, holdings and liabilities is easily attained through intelligent conversations.



Trained on over 50 million banking expressions, and collecting millions more every month, Kasisto truly understands the language of banking across regions.

# Key benefits



## Increase revenue

Kasisto Business Banking improves customer satisfaction with real-time, 24x7 service. It also increases personalized digital engagement, unlocking more opportunities to upsell and cross-sell relevant products and improving customer satisfaction.



## Reduce risk

Reduce the operational and compliance risk of human error with Kasisto Business Banking's standardized answers to many questions. Leverage the pre-trained and pre-integrated digital assistant to accelerate time to market and reduce the operational and compliance risk of human error.



## Improve efficiency

Contain requests within the digital assistant to eliminate human intervention and improve efficiency through better allocation of resources. Critical and timely information can flow effortlessly between users' business banking platforms and their customers. The platform ensures commercial banking customers will experience frictionless account enquiries, reporting and cash management functions.



## Reduce cost

Vastly decrease the cost of customer service by having the digital assistant handle the majority of requests and questions, deflecting calls or chats away from the contact center and freeing up resources to work on more complex issues. Reduce operational costs by empowering customers to self-serve more than ever before.

## 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 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](https://finastra.com)

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