FINASTRA ⬡clinc

Factsheet – Clinc Virtual Banking Assistant

Improve customer satisfaction and digital engagement, while reducing agent workload

Clinc provides 24/7 coverage of your customer queries, understanding complex conversations and enabling sophisticated interaction. With proven implementation success, you can access Clinc's Virtual Banking Assistant through Finastra and deliver a natural customer service experience whilst reducing costs.

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During the pandemic, successful conversations using Clinc's technology jumped 70%, from 1.8 million in February to 3 million in April 2021."

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Customers expect more from their financial institutions. They require a balance between self-service tools and real human interaction. The quality of the service they receive directly impacts on their levels of satisfaction and loyalty. If you don't provide what they want, they'll go to someone who will.

From a commercial perspective, high-cost/low value interactions consume too much of customer service teams' time. Not all your customers' issues require the help of a staff member. Traditional call centers are swamped

by a large volume of 'easy' questions which reduces the capacity to deal with more important issues. Not only is waiting to speak with an operator inefficient for your institution, but more importantly it is frustrating for customers.

Clinic's Virtual Banking Assistant is the solution to these problems. Fully integrated into Finastra's Digital stack, Clinc can help financial institutions provide a better customer experience and reduce operational costs.
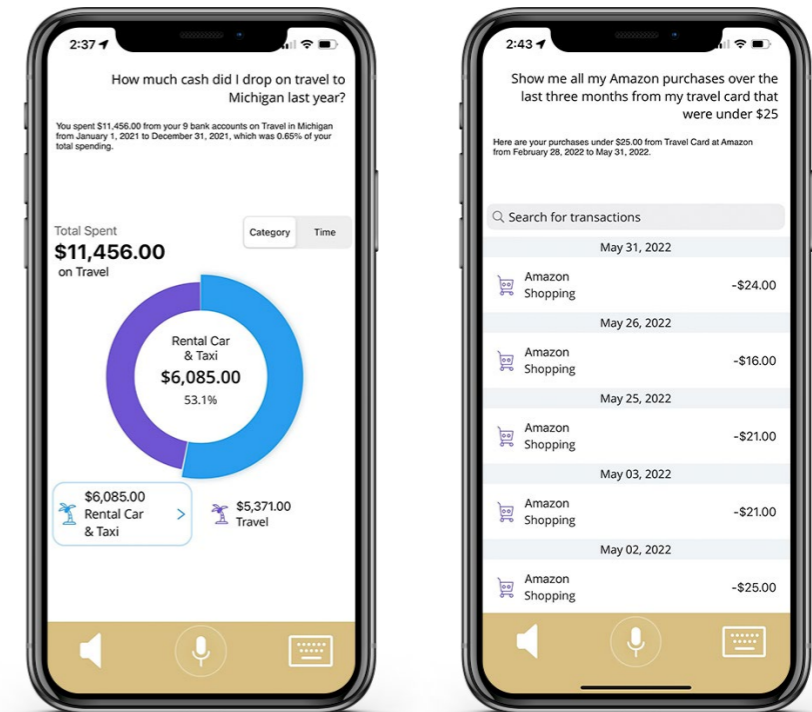
How it works

Clinc's Virtual Banking Assistant (VBA) is fully integrated into Finastra's Digital stack via Glia integration. Through the integration with Glia, Clinc's Virtual Banking Assistant can respond to inquiries, and when more complex inquiries occur, it can seamlessly transfer interactions to customer service representatives through Glia's live chat if needed.

Customers are provided with convenient, efficient support and can communicate with their financial institution through whichever methods they prefer including messaging, video banking and voice.

24/7 customer access

VBA is always on and ready to assist your customers. Answer questions, provide electronic banking support or conduct transactions over voice and chat, automatically.

Secure

VBA sits behind your authentication, so there are no additional steps for your customers to begin interaction immediately.

Seamless

Clinc's AI engine enables a free-flowing, fluid interaction. Users can speak normally, use slang, change directions, and ask multiple things in a single utterance and the chatbot maintains context. This avoids the user being forced into rigid, linear options that can cause frustration.
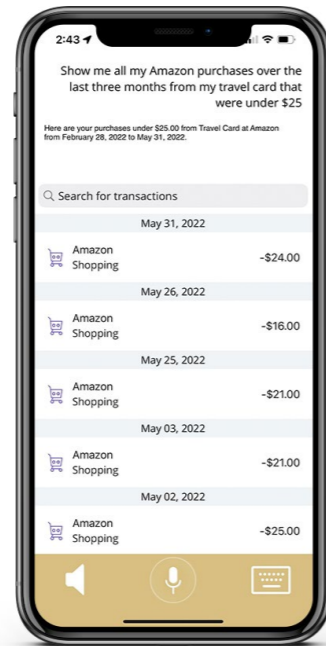
Why Clinc

Clinc saves time for customers and employees by answering the most frequent financial questions without phone calls.

Clinc offers the best of both human and digital worlds. Clinc serves as an important first step in customer interaction, gathering information, and asking counter-questions.

Clinc has an intuitive, natural experience, powered by advanced natural language processing, machine learning, and deep neural networks.

Clinc's software can comprehend, recall, and respond to unstructured, everyday human speech.

80% of call center traffic consists of simple, routine transactions. Call savings of 95% per live agent are achievable – the cost per session decreases on average from $15.00 to less than $1.00.

Key benefits

Increase revenue

Virtual Banking Assistant improves retention by offering customers a fast, easy and natural way to address their concerns.

Reduce risk

As data is key to conversational AI, Clinc's data curation tools make it easy to clean up inconsistent information to make certain your solution is production ready.

Improve efficiency

Call center call volumes can be dramatically reduced by enabling your customers to manage all their most frequent banking requests through voice and chat, without sacrificing their experience.

Reduce cost

Eliminate expenses associated with managing and scaling customer service teams.

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