

ITC for Banking

Build customer loyalty with tools that create customer experience excellence **and** lower costs by making your customer contact agents more efficient.



The rise of the omni-digital banking consumer

Digital banking is on the rise, and consumers expect banks to meet their digital banking needs. A rapidly-growing number of banking consumers are using exclusively digital channels to handle banking transactions.

Some facts to consider:

91%

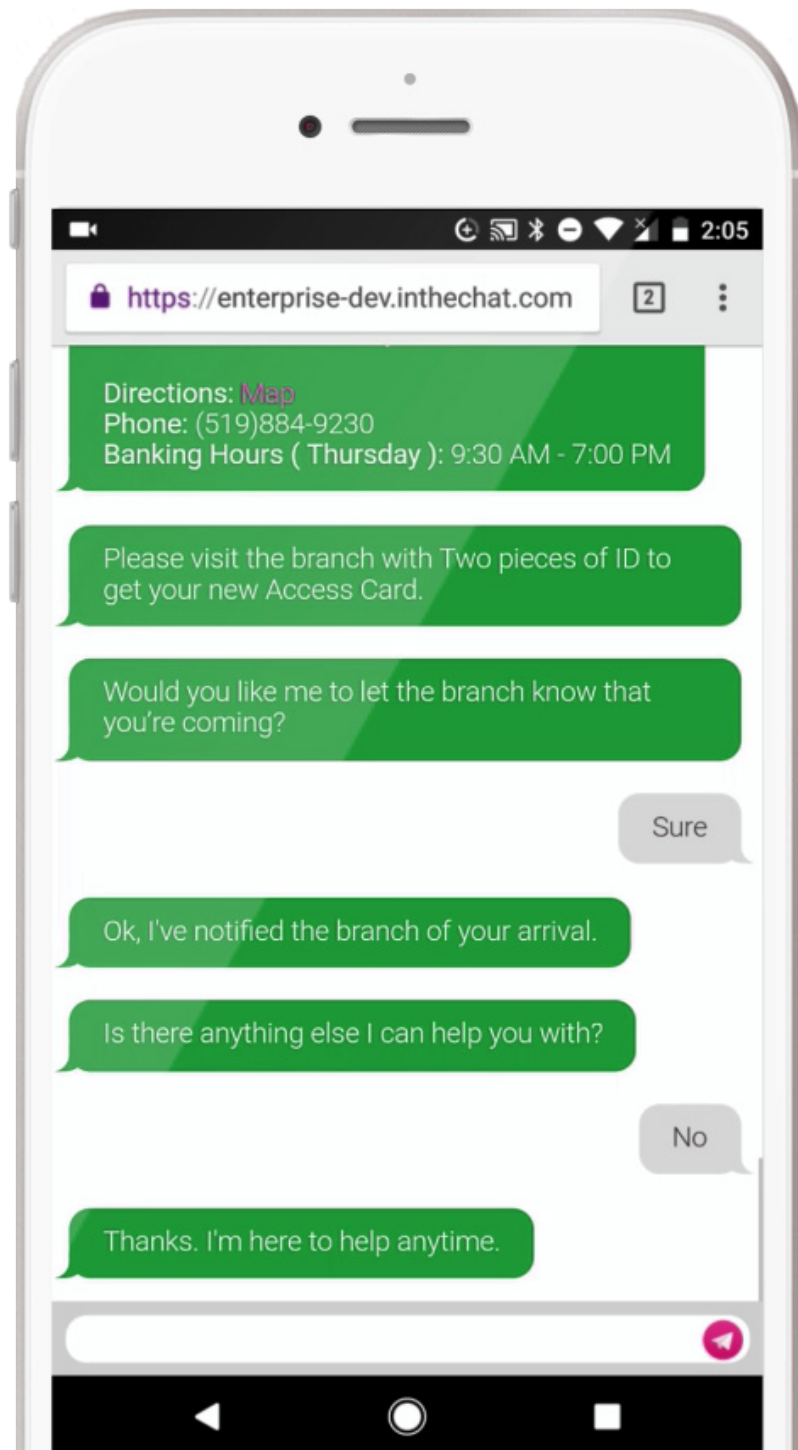
of consumers are banking digitally

46%

of consumers bank exclusively via digital channels

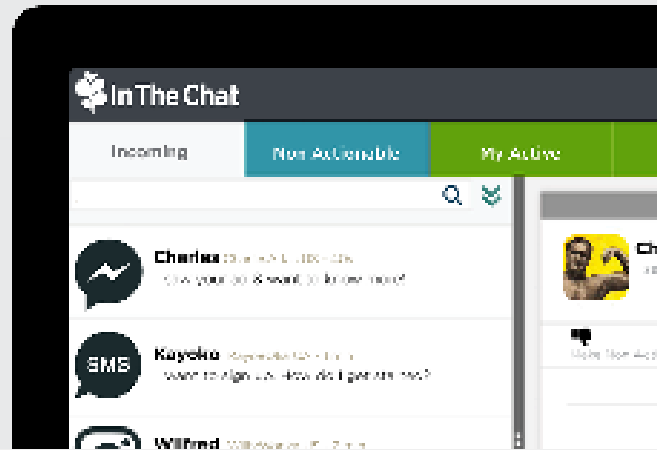
60%

of smartphone users use mobile banking in some way



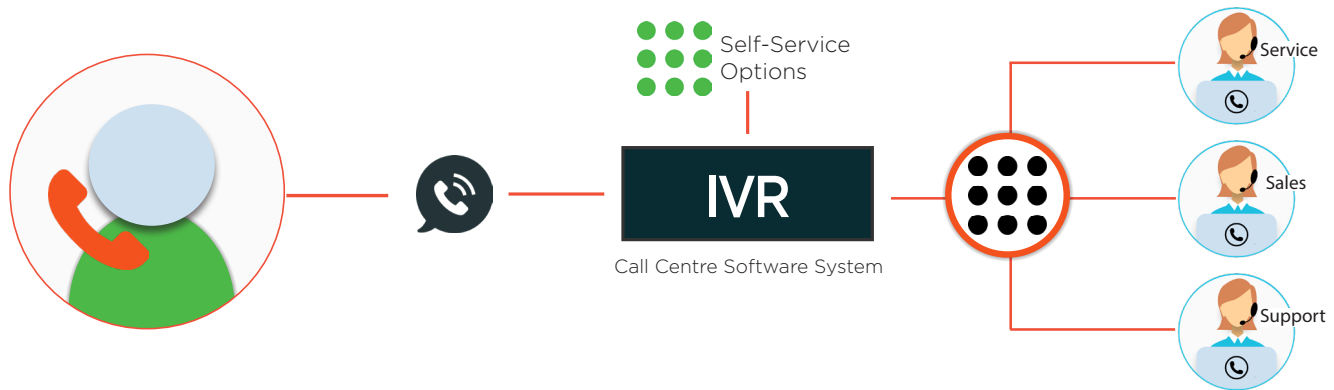
Run Digital Like Phone

Embrace the Digital Age while keeping all of your tried & tested phone-based processes



Open up communications with your customers over all their favourite digital channels while gaining the benefits of phone-based processes.

How Call Centre Systems work:

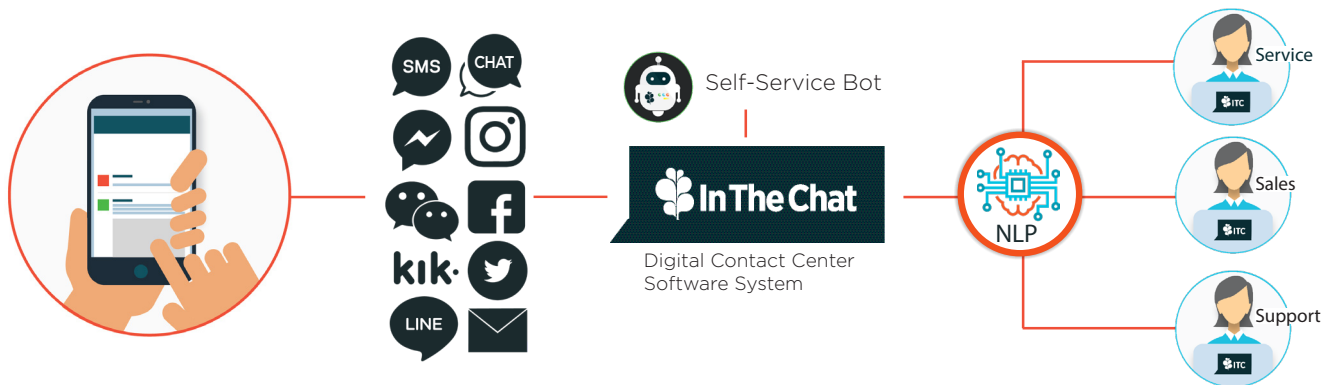


Customer contacts your company via their channel of choice (phone).

Customer enters the IVR system and can choose self-service options or speak to an agent.

The IVR options route the customer's call to the appropriate agent.

How InTheChat works:



Customer contacts your company via their channel of choice: SMS, Messaging Apps, Live Chat, Social Media, or Email.

Customer can receive self-service via chatbot or continue with an agent.

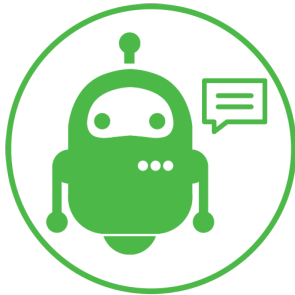
Natural Language Processing routes the conversation to the appropriate agent

InTheChat empowers your Digital Contact Centre with the same benefits offered by your Call Centre system



Secure Authentication

Verify your customer's identity just as you would over the phone. Authentication can be automated, saving valuable time and enabling your agents to assist customers with all their inquiries - right from the beginning.



Automated Self-Service

InTheChat uses Artificial Intelligence to replicate IVR-based self-service systems. Customers are guided by a visual IVR which connects to a chatbot - an automated assistant which can answer FAQs or connect customers to the right agent.



Skills-Based Routing

Use InTheChat's proprietary Natural Language Processing (NLP) engine to route your customer's messages to the appropriate agent. Or enable your customers to connect to the correct agent by presenting them with a visual IVR.



CRM Integration

Banish silos forever by locating all of your customer data within one location.. InTheChat can send/receive information to/from your company's CRM to ensure a truly omni-channel experience.



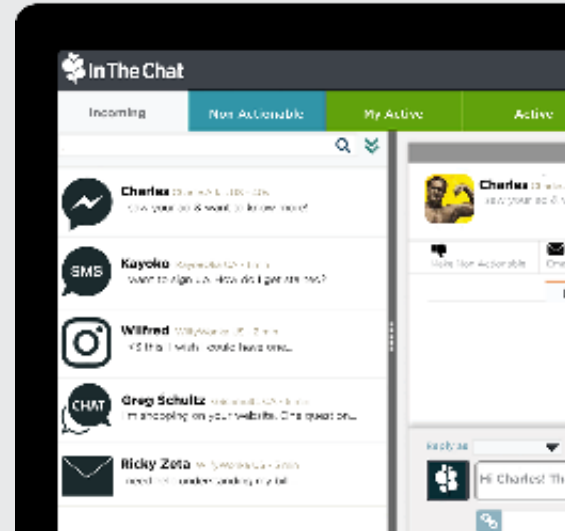
Reporting

Instantly generate reports based on contact centre-grade metrics. Analyze the performance of your agents and monitor the activity taking place in your company's portal.

One Tool; All Channels.

Maximize your agents' performance using InTheChat's online command center. From the convenience of a single interface, agents can seamlessly engage with customers over all their preferred channels.

Banish silos for good! Unite your existing digital teams under one unified platform and reap the benefits of consolidated data and universal training.



Try it today to...



Improve Call Centre Costs

Digital messaging is 3x more efficient than voice. These efficiencies translate into cost savings. Chatbots add to these efficiencies, minimizing the time spent engaging with customers and maximizing your agents' valuable time.



Power your Digital Sales Team

Launching a digital sales program enables you to access a whole new audience on the channels where they spend their free time. Your customers will also be able to easily access your sales team, enhancing engagement and boosting revenue.



Delight your Customers

Satisfaction rates are 13% greater for customers receiving service over digital messaging vs over phone. Increased satisfaction leads to higher revenue gains and greater loyalty rates.