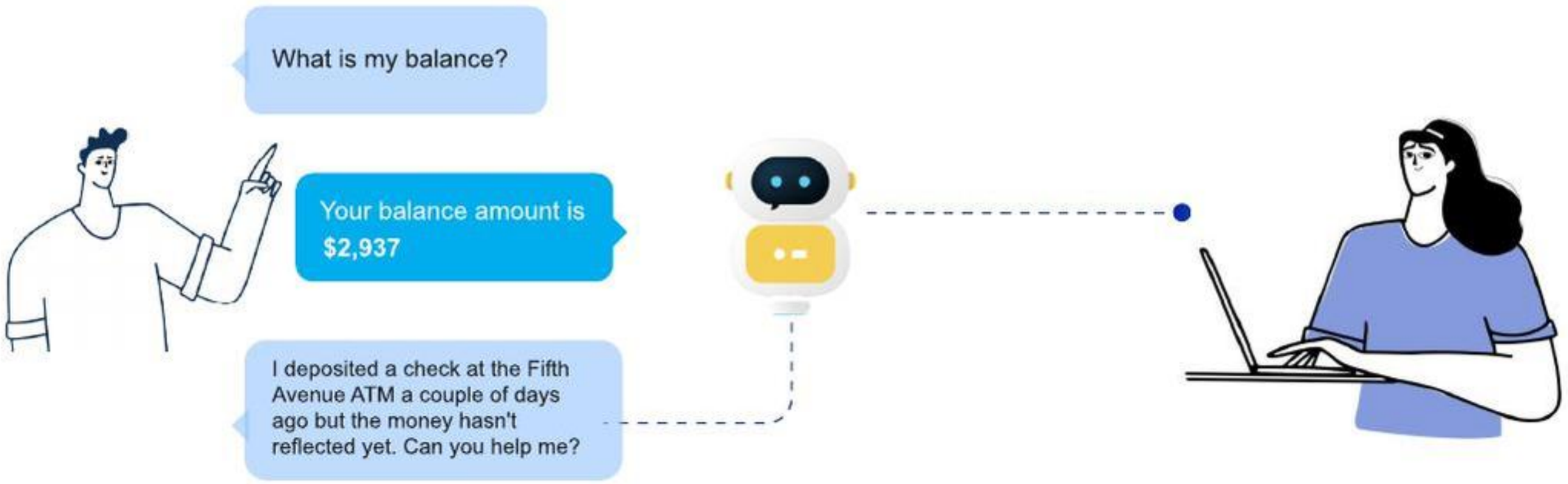
interface.ai

# AI-Powered Phone Banking

Transform your call center from being a cost center to a revenue center

interface.ai's AI-Powered Phone Banking solution revolutionizes the way your customers interact over the contact center. This innovative solution provides customers with efficient and personalized support while also improving the overall efficiency of the contact center.

With AI-powered Phone Banking, you can replace the current IVR because it performs all the IVR functions and much more. The AI-powered Phone Banking replaces numeric menu selection with spoken Intelligent Self-Service. In addition, it answers every call on the first ring and creates a personable customer experience.




Customer calls on (Input Bank's support number toll free number) for support

AI acts as the 1st responder and answers customers' queries

Call is transferred to human support if human intervention is required

**Automate**

with **95% accuracy from day one**, start automating your call center operations

**Engage**

The AI Assistant will engage, educate & **enable customers to adopt new offerings**

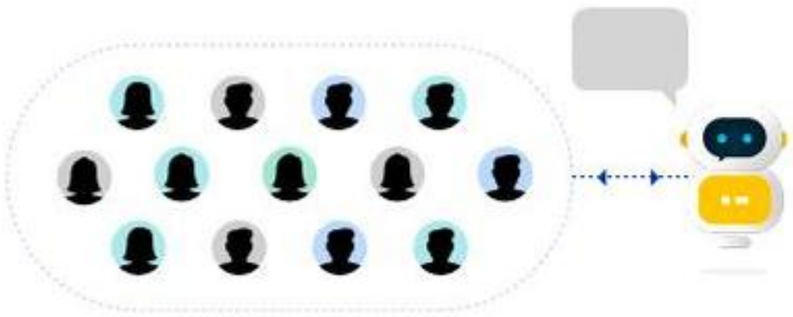
**Grow**

Maximize revenue with AI assistant that **cross-sells products** using conversation insights.

## Key Features of AI-Powered Phone Banking

**Automatically handle most of the customer interactions on the call center**

AI-powered Phone Banking picks up 100% of the incoming calls and responds to most of them without human intervention, drastically decreasing the need for live operator assistance.





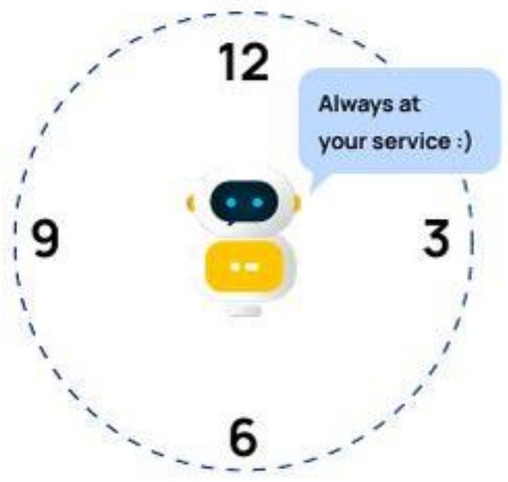
**Improved customer experience**

The AI can easily handle multiple dialects and in 119+ languages. It is trained to handle thousands of inquiries that are specific to the banking domain leading to a higher percentage of customer questions being answered.

**Eliminate call wait Times & abandonment rate**

The responses by the AI are instantaneous throughout, eliminating call wait times and call abandonment rates and ultimately improving the customer experience.



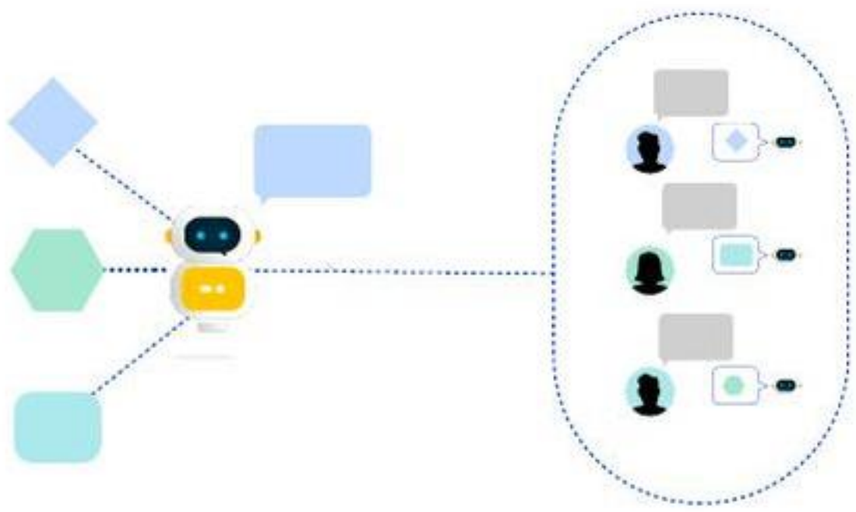


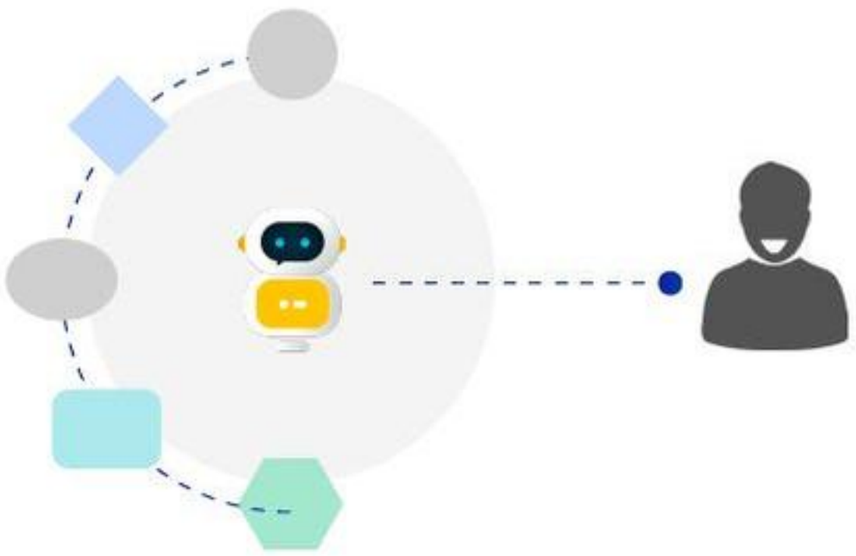

**24x7 support**

It is operational round the clock, enabling you to provide instant support to customers 24*7. Also, for the calls the AI is unable to respond to, it will seamlessly pass the call to the appropriate staff customer based on their skill set and availability.

**Enable top-line and bottom-line impact**

The AI will guarantee improved efficiencies and cost savings through increased call automation. It will also be equipped with our upsell and cross-sell features which will help the financial institution to generate additional revenue.





**Expansion to other channels and enabling an omnichannel journey**

AI-powered Phone Banking itself is not a new channel. It is a One AI brain that can add to any channel to transform it into an intelligent first responder

## More features and benefits

Our AI assistant seamlessly integrates with major contact center systems and offers multi-factor authentication for added security. Gain actionable insights, instantly share knowledge, and receive callback requests for a seamless experience. With voice biometrics support, our AI assistant can identify incoming calls with 99% accuracy. Elevate your customer service with our advanced AI assistant.

**Offer human-like experiences**

**Automate over 60% of total call volume within 60 days**

**Compliant with FFIEC guidelines & offer the highest level of security**

**Track and Report for continuous improvement**

**Seamless integration with the existing internal systems**

**Enable omnichannel journeys by transitioning between digital channels.**

## Expected ROI for your Financial Institution

1 Step

**Step 1: Enter the Number of Customers Served by Your Financial Institution**

Enter the Number of Customers

2 Step

**Step 2: Estimated Calls Handled By Your Staff Every Month**

Will be auto calculated

The number of calls above are automatically calculated based on the number of customers served. You can edit the number of calls if necessary

3 Step

**Step 3:**

Calculate ROI

**Savings Opportunity**

$0

**New Revenue Opportunity**

$0

Estimated Annually | 9-12 weeks Timeframe | 60 % calls automated

Note: Industry average cost per call considered is USD $10 (or about $1.5 per minute).
New Revenue opportunities identified in 6% of calls & calculated based on industry standards.

If you're seeking to project the potential return on investment for your FI and want to estimate it accurately, you can simply click on the button provided below to initiate the calculation process.

Calculate ROI

# About interface.ai

interface.ai is a market-leading provider of Intelligent Self-Service for banks and credit unions. With advanced AI solutions, we empower over 100+ banks & credit unions to offer 24/7 support to their customers, assisting them at every stage of their journey towards financial wellness, from prospect to success

**Experience the next level of customer service by trying out our cutting-edge AI assistant and discovering it's potential firsthand. Take advantage of this opportunity now.**

**Speak with AI assistant**

**If you'd like to learn more about how to transform your call center from being a cost center to a revenue center, you can schedule a personalized call at your convenience.**

**Schedule A Call**