Reduce your back office costs

Software Robotics

Automat

Digital Assistant

FERNBACH
simply better financial technology

Not enough time for your customers?

Perhaps you have heard the following statements in your bank:

- „Current It systems tie up too much time and resources.“
- „The multitude of applications and systems complicate work and jam employees.“
- „Too many products and product characteristics require constant training and in-depth knowledge on the part of the employees.“
- „The processes are too complex.“
- „At the end of the day, there is not enough time for the customer.“

More time for the customer with faster service?

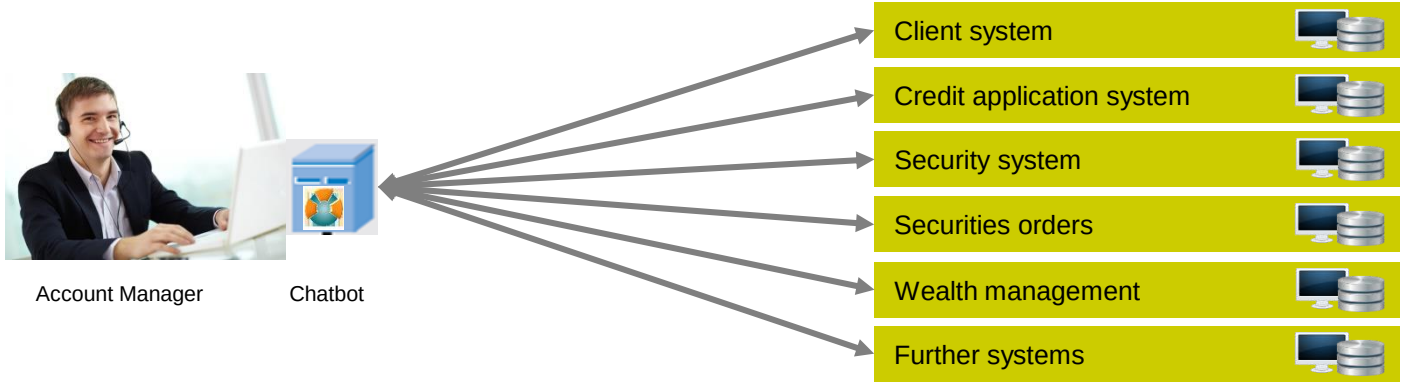
What if there was a solution that would make you hear the following sentences:

- ✓ „The IT systems are a great help and make our work easier.“
- ✓ „I work with only one tool – this reduces my effort enormously.“
- ✓ „The system suggests the appropriate products and product characteristics.“
- ✓ „The processes are simple and manageable.“
- ✓ „We finally have time for our customers again.“

How is this possible?

- Imagine your consultants working with a cockpit that enables them to access all relevant IT systems.
- But not in the form of a user interface with input and output fields, in which the systems behind must continue to be operated by the user.
- This cockpit behaves liker a personal assistant to the employees.
- Your employees "chat" with the personal assistant, who communicates independently with the systems behind it.
- The personal assistant searches for the information requested by the user from the systems or feeds the systems with the data entered by the user..
- This personal assistant is a chatbot.

Automation with existing systems



- The account manager communicates with the chatbot during a customer consultation, i.e. in natural language.
- The chatbot receives the inquiries of the supervisor and obtains the relevant information from the connected systems of the bank or enters them directly into the systems.
- A customer advisor can communicate with n-chatbots, i.e. in chatbot A the credit application for customer A and in chatbot B the account opening for customer B.

Chatbot – Example

Loan application, John Smith, 21.06.1998, consumer, 12000, 48 Months, 1. July, DE66 1111 0000 2222 00

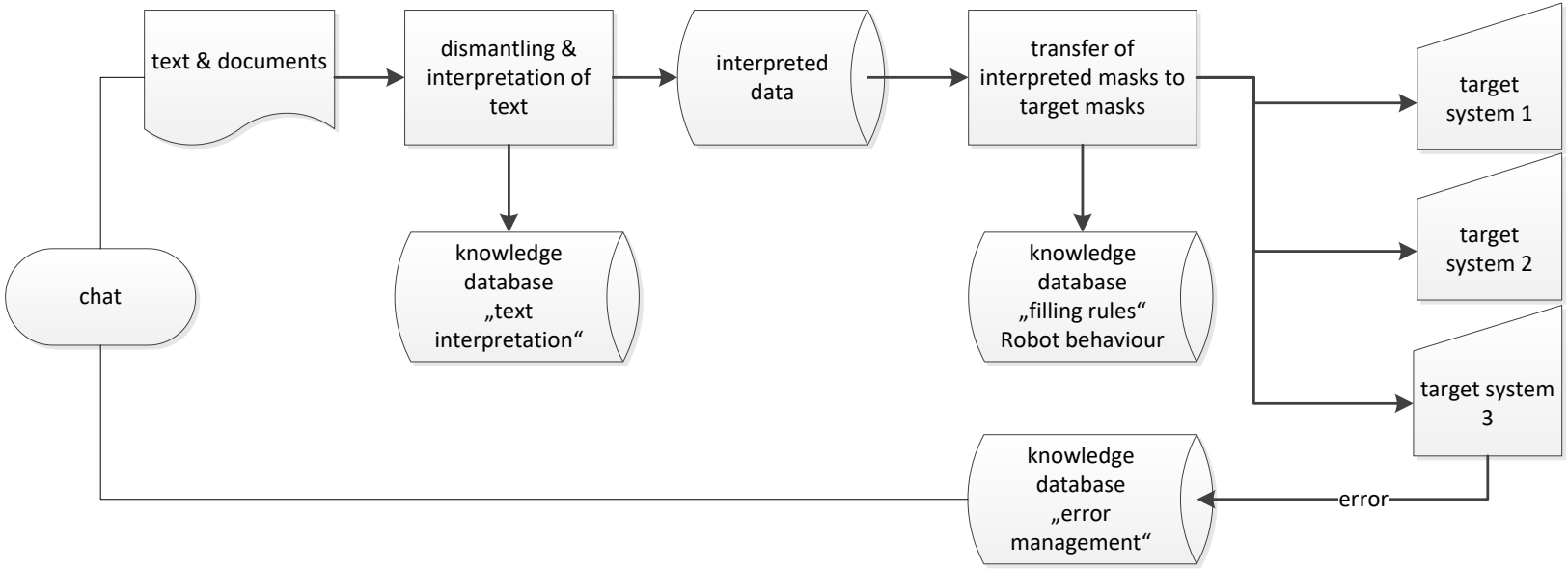
Has the customer has been informed of a credit report?

Sell all GE shares of John Smith

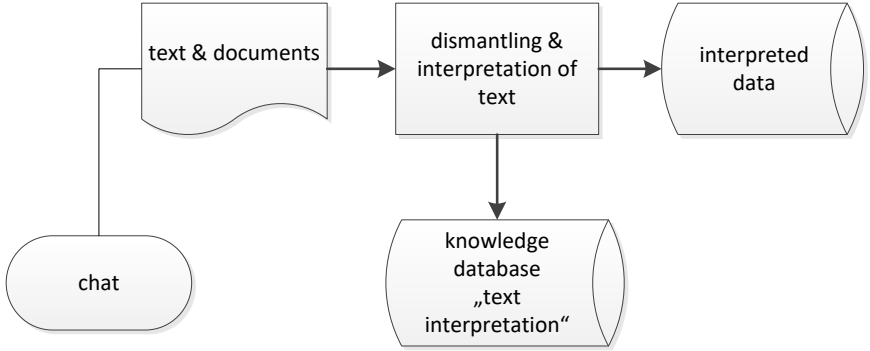
He has xxx in his depot. The sales proceeds of XXX after deduction of the costs are XXX Euro. The cost is 12.50. OK?

Account opening: The following documents

How does it work??



Chat



Chatbots are available as various plug-ins in existing chat systems such as Skype, Facebook, Alexa (e.g. in Skype "Add Robot"). The contact is then the recipient of the information.

? Via the chat system of the third-party manufacturer, unencrypted confidential data is then transmitted via the manufacturer's servers.

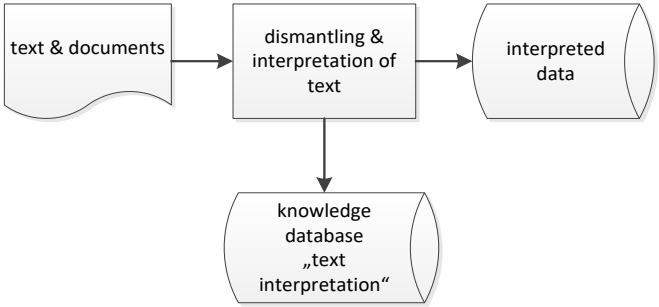
? This would be a violation of the European Data Protection Regulation (DSGVO).

Our recommendation:

✓ (Simple) chat system from FERNBACH as an in-house installed solution or

✓ Integration into an existing in-house chat system

Chatbot for Banking (Jab(a)Bot/JabChat)



Delivery package:

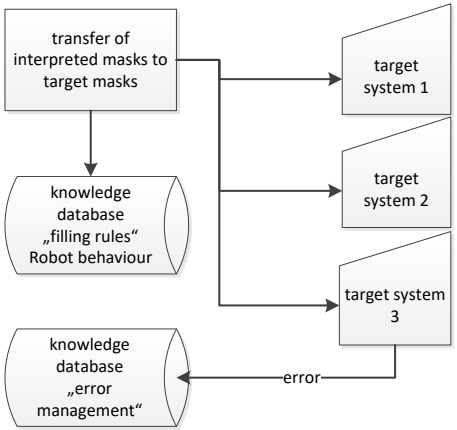
1. Data model (fields) for all transaction types
2. Completion algorithms
3. Business rules/Decision Engine
4. Textinterpreter
5. Knowledge database

FERNBACH offers interpreters for the different business areas of the FSI. Depending on the application, these are supported by AI.

For example:

Loan application 21.06.1998, 21.06.2023, 21.6.2018	The past date can only be the borrower's birthday, the future date in 5 years the final maturity and the near future date of the disbursement amount.
Smith, loan, 5.000, 100, asap	100 is the monthly installment and 5,000 is the nominal amount
Smith, 10.000 Euro, Siemens	Purchase of best shares = (10,000/ current price), rounded off

Integration



Delivery package:

1. UI/external system-Interpreter
2. Automat for filling the input data
3. Learning process in error handling (AI-based)
4. Kommunicator with Chatbot
5. Knowledge database

Which data comes into which fields must largely be stored when the system is initialized. The masks must run in a browser.

Here's how :

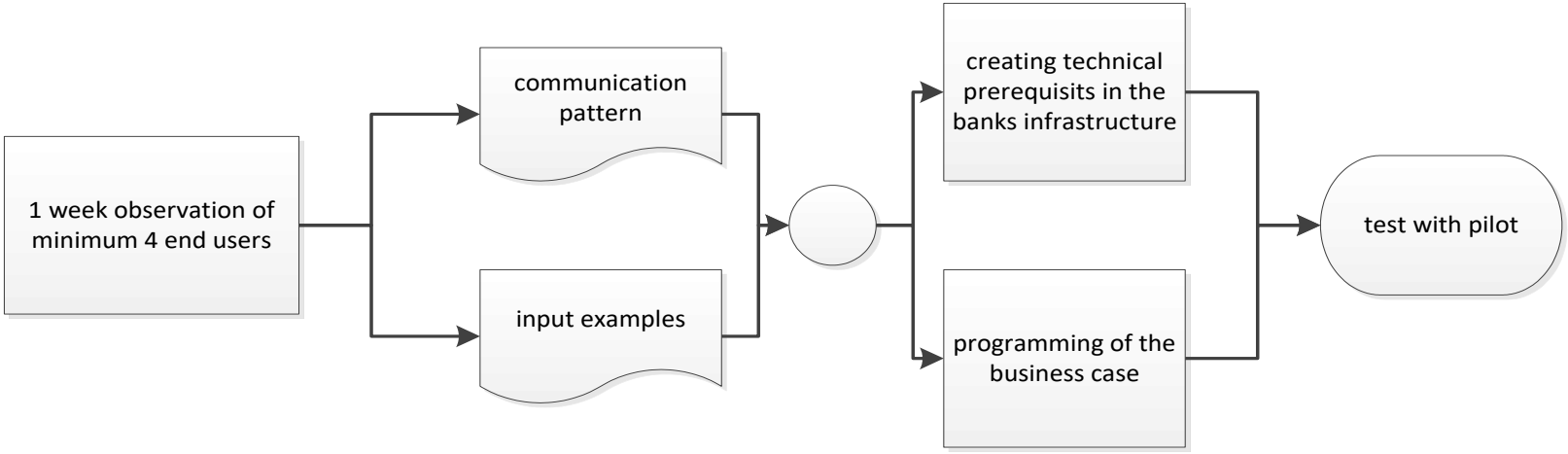
- Automatic readout of masks
- Definition of the basic filling rules (80/20)
- Define error detection and reaction

<u>Learning phase:</u>

The learning phase begins when the infrastructure is installed and the standard incident works (technical walk-thru) and if errors occur, the agent is asked to correct the case. This correction is recorded and the system learns.

- Combinatorial mandatory fields.
- Comprehensible error messages (only the wrong field is then entered).
- Reaction of a third party system when data must be transferred from it.

Project


1 week observation of minimum 4 end users
communication pattern
input examples
creating technical prerequisits in the banks infrastructure
programming of the business case
test with pilot

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