

erda

Business Case

Finance & Banking

A bank can use ERDA to provide efficient and personalized support for customers with blocked accounts.

Imagine a situation where a customer's account has been blocked due to a potential fraud issue. The customer is understandably frustrated and worried about their account. Instead of having to wait for a customer service representative to become available, the customer can simply ask the chatbot for information about the blocked account and next steps to resolve the issue.

Our AI model, trained on the bank's data, can provide personalized responses with accurate information about the customer's account.

This leads to increased customer satisfaction, reduced workload for customer service representatives, and ultimately more trust in the bank.

65%

Bot Deflection

Reducing workload for customer service representatives

35%

Increase

Customer satisfaction
Leading to more sales

30%

Lower costs

By reducing the need for human intervention

100%

Personalized

Responses
Providing accurate information and recommendations to customers