



# How Finn AI Bank and CU Customers are Achieving Chatbot Success

There's a lot of chatbot hype, but let's see how real banks and credit unions just like yours use Finn AI's purpose-built chatbots optimized specifically for banking



## Scaling to Meet Demand

Increasing customer demand and operational challenges from the pandemic spur chatbot use:



Annual engaged sessions, across all Finn AI customers

### Increasing Chatbot Sessions

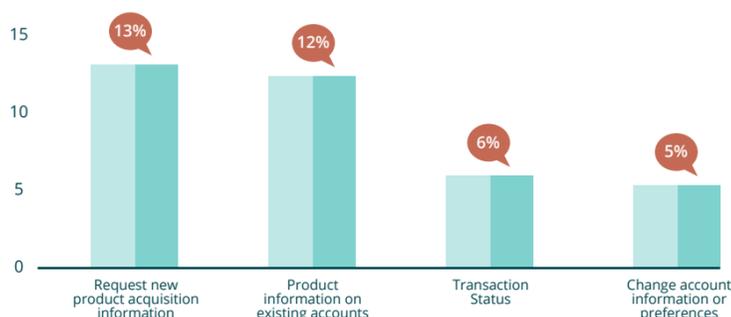


**↑ 26%**

Q/Q increase in chatbot sessions across Finn AI customers

### No Extra Help Needed

Top contained transactions completed with no human support (3Q2020):



## Multiplying Benefits for Finn AI Bank and CU customers

In Q3 2020, Finn AI conversational chatbot delivered benefits for banks and CUs as well as their customers and members.



**150,000**

conversations completed without human support

**68%**

no human support involved

**\$750,000**

call center staff time saved



**1.3 Million**

million minutes of customer time saved (3Q2020)

**5x**

faster resolution of inquiries

**30%**

inquiries made outside of bank business hours

*helping customers who wouldn't have access to any help if it weren't for the chatbot*



**What Does This Mean?**

Chat resolution averages **2.1 minutes**. Talking to a live agent averages **10.2 minutes**

**Finn AI Chatbots are saving customers 8.1 minutes per call**

## Do Even More

Finn AI conversational AI can take on an even broader range of bank and CU challenges:



Deflect 2/3 of requests to automated assistants, allowing call center agents to handle issues where they can add real value with personal service



Offer advanced digital service comparable to the biggest banks, without internal investment in AI and R&D



Deliver automated service during non-business hours



Respond to volume increases faster than staffing levels can be increased



Reduce customer waiting time



Get self-service answers up to 5X faster for routine requests



Let customers conduct transactions such as transfers, payments, and balance inquiries using the natural language they prefer



Let customers ask in their own words how to best navigate online banking

## How Can Conversational AI Help You?

Finn AI's purpose-built banking chatbot provides optimized, out-of-the-box support for the most common banking tasks and queries, delivering the best ROI in the industry.

**68%**

Average containment of all engaged sessions

**500+**

Queries and tasks supported out of the box

**4 weeks**

Time to market



Join the ranks of the real-world banks improving customer experience and the bottom line with Finn AI. Let's talk!

[www.finn.ai/contact](http://www.finn.ai/contact)