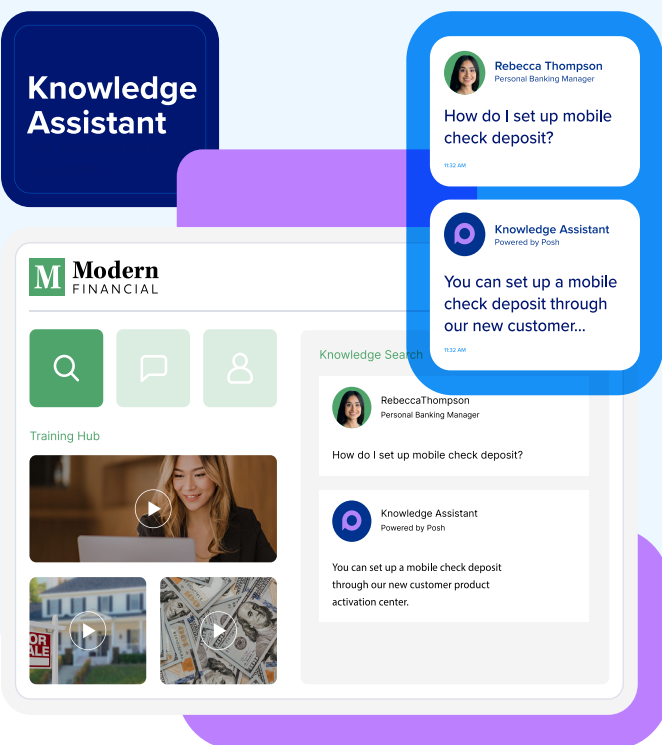


Boost efficiency across teams

Empower your teams with rapid and effective information access. Cut through information overload and deliver precise answers in seconds. Reduce onboarding time, boost efficiency and improve ROI leading to a better employee and memver experience.

How it works:

- > **An answer is unknown to an internal or external chat or call.** When a question is asked that an employee does not immediately know, our semantic search functionality is so efficient that the employee can find it within seconds.
- > **Employee searches within Knowledge Assistant.** Employees can seamlessly access the Knowledge Assistant, which contains the entirety of the Financial Institutions knowledge. The Assistant bases its responses on the available information.
- > **Knowledge Assistant serves up the answer.** The Assistant delivers one exact answer, procedure, or step-by-step process complete with citations indicating its source.
- > **Continue with follow up questions.** The Assistant recommends additional follow up questions which helps to onboard new agents and alleviates bottlenecks between departments.
- > **Actionable Insights.** We offer actionable insights, supplying analytics on trending searches, the effectiveness of queries, and identifying specific areas where the bot struggles to find answers.



Driving ROI with Knowledge Assistant

- ✓ Enhance member satisfaction
- ✓ Increase employee productivity by 14%+
- ✓ Improve operational excellence

 Cut search time by 93%

Key Benefits for your financial institution, members and employees

Improve ROI

- > Increase efficiency per agent
- > Decrease average handle time
- > Decrease onboarding time
- > Decrease employee churn

Enhance member satisfaction

- > Decrease hold time
- > Quick answers to questions
- > No need to call back
- > Feeling heard and that the problem was addressed
- > Increase satisfaction

Boost employee productivity

- > Empowered to help callers
- > No need to find someone to assist
- > No need to dig through documents for answers
- > Ability to spend more time enhancing the relationship

Use cases



Frontline Operations



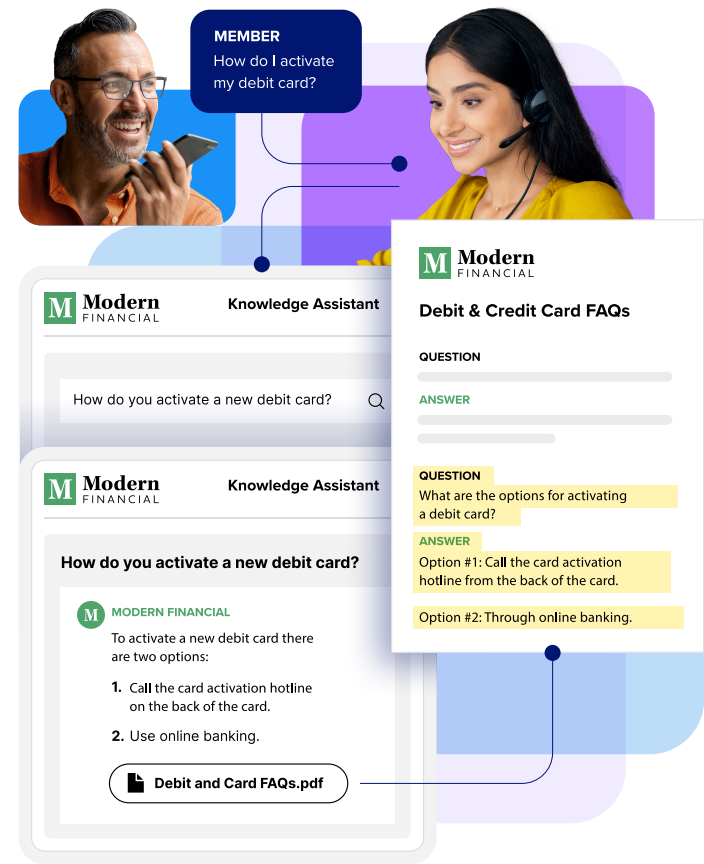
IT & Technical Support



Human Resources & Training



Operations & Lending



Features:

- > Our cutting-edge advanced search technology utilizes semantic search with the help of LLMs & Generative AI, providing precise answers within seconds.
- > No custom training, accepts various document formats (.PDF, .DOCX, .XLSX, cloud-hosted Sharepoint, and more), and works with your established knowledge base. We cite and reference source material down to the exact paragraph from which we derived the answer.