

Woveon Works With An Australian Retail Bank To Provide An AI-Assisted Digital Concierge



Sydney, Mar 19, 2019 ([IssueWire.com](https://www.issuewire.com)) - One of the largest retail banks in Australia has a new tool to improve customer onboarding experience across their physical and digital channels.

In a proof of concept, Woveon has deployed a solution that creates an architecture for a digital concierge for customers in personal, business and wealth banking sector. The project scope involved over 500 branches and impacted over 1.6 million customers spread across multiple states.

The technology formed the backbone for aggregating financial planning and wealth management conversations, which allowed millions of conversations to be stitched and analyzed at scale. Woveon's Single Customer View helped the bank keep a consistent and accurate record of customers across their internal systems while providing a shareable holistic view for customers who were handed over to external financial planners.

The result was the discovery of untapped revenue and improvement of operational efficiencies. By prioritizing ongoing conversations, investment opportunities and financial best practices, the bank was able to seize unrealized customer opportunities.

The company is continuing to explore rolling out the technology across other channels departments including compliance, according to the bank.

About Woveon

Woveon is a conversational technology that absorbs and analyzes billions of conversations, giving an organization unrivaled business intelligence to win in the market. By prioritizing customer inquiries with artificial intelligence and automating aspects such as complaint investigation and analysis, Woveon enables companies to strategically take control of their customer interactions - to provide the best customer experience, audit for compliance and maximize revenue. To learn more, go to www.woveon.com or follow @woveon on Twitter.

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