

BANKS ARE SICK AND CHATBOTS ARE THE CURE



HOW YOU CAN PROVIDE EXCEPTIONAL CUSTOMER SERVICE IN CRISIS

IMPIGER 2020

- **WHO WE ARE TODAY**

360+ Clients

15+ Years

500+ Workforce

600+ Solutions

INC5000 4 Years

5 Global Locations

Mobile, Web, Alexa

RPA, AI & Blockchain

IoT, Cloud, MITS

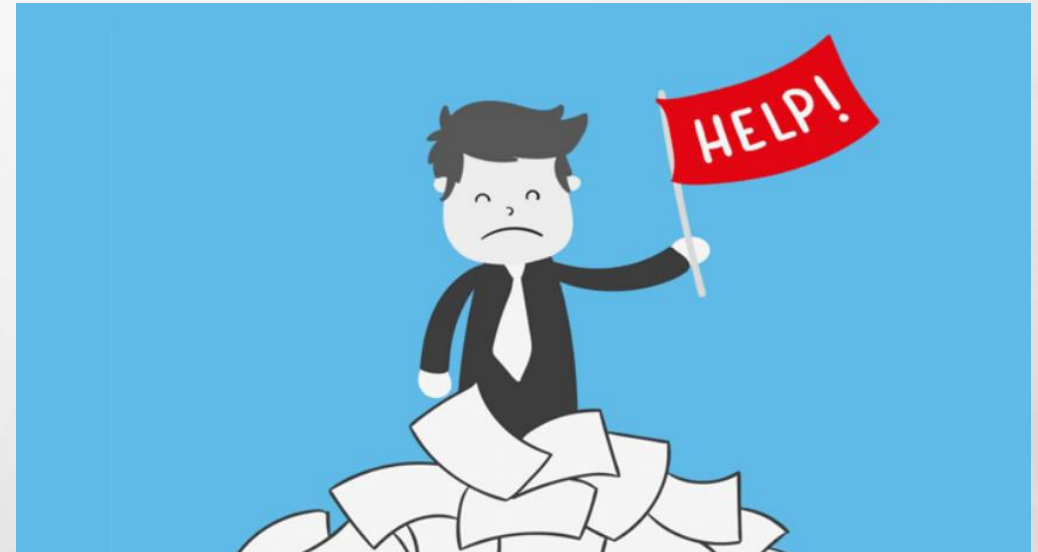
Retail Banking Problems

- **No face to face interaction.**
 - **Most branches are closed**
- **Long hold times.**
 - **Banks understaffed**
 - **Repetitive questions**
- **Customers are scared.**
 - **Will they have access to funds?**
 - **Will the Bank still be stable?**



Commercial Banking Problems

- **SMBs need relief to stay in business**
 - **Payroll Protection Program**
 - **Economic Injury Disaster Loan**
- **Business owners are unsure**
 - **what qualifications need to be met**
 - **What banks they can go to in their time of need**



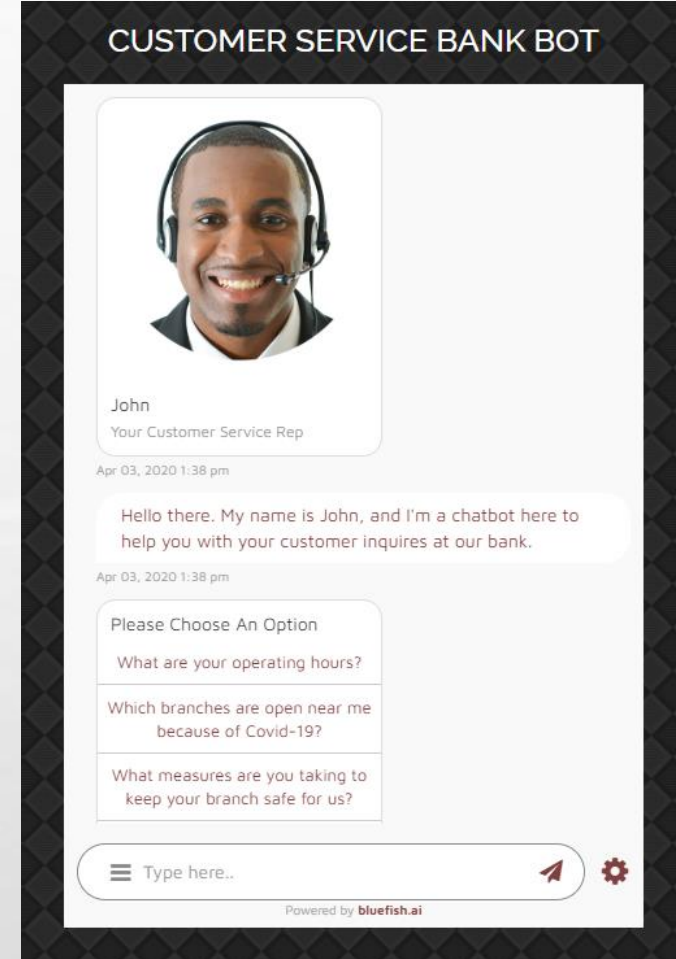
Common Problem

- **Communication.**
 - **Customers can't get hold of Bank representatives**
 - **Banks understaffed**
 - **Bank employees get the same boring questions**
 - **Bank location/hours**



The Chatbot Solution

- **Perfect partner during times of crisis. Updates on crisis impact for business services and products**
- **Starts conversations and answer initial questions without human intervention**
- **Gather enough information for next steps**
- **Keeps customers engaged**



Common Chat Scenarios

Jane



**Transitioning from physical to digital
Needs help understanding the online world**

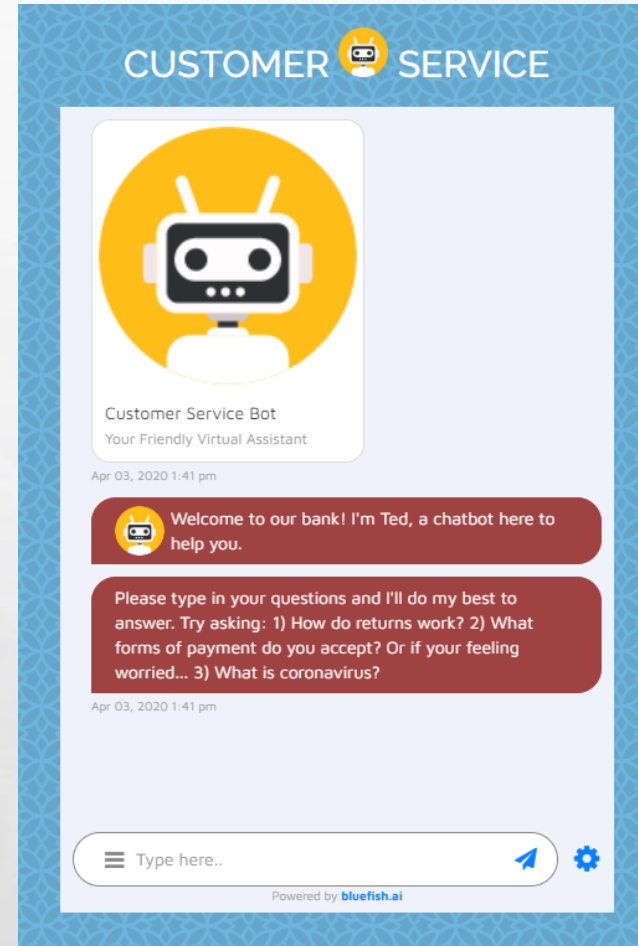
Paul



**Expenses outweigh revenue
Needs help understanding loan support**

Getting Started with Chatbots

1. Sign up with a chatbot building platform
2. Create a new bot and give it a name
3. Add FAQs for your bot
4. Personalize your bot with an avatar and color theme



THANK YOU

FOR QUESTIONS & COMMENTS



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