



# NCR Conversational AI Powered by Kasisto

Humanizing digital through an intelligent virtual assistant

Consumers expect personal and immediate solutions to their financial needs. But did you know, 24% of companies take longer than 24 hours to respond to their customers?<sup>1</sup>

Imagine your financial institution being able respond to and service your users' needs in real time—in under six minutes. That's the power of NCR Conversational AI powered by Kasisto—an intelligent virtual assistant that empowers financial institutions to service, engage and acquire new users through interactive AI experiences.

**62% of U.S.  
consumers like  
using chatbots  
to interact with  
businesses.<sup>2</sup>**



## Service

Improve operational efficiencies to reduce call center volume and wait times.



## Engage

Provide additional banking services to strengthen brand loyalty and retention.



## Acquire

Discover actionable insights for cross-selling new products to increase consumer value.

NCR Conversational AI has everything you need to customize, maintain and grow your conversational experiences.

For more information, visit [ncr.com](https://ncr.com) or contact your relationship manager.



## Prepackaged Banking Knowledge

The deep financial expertise of our intelligent virtual assistant can service inquiries related to:

- **Accounts:** Request routing number; check balances, available credit, minimum payment due, credit limit and more
- **Bank Information:** Find the closest ATM or branch; ask questions about products, services, security and more
- **Financial Wellbeing and Literacy:** Get spending and low balance alerts; ask to explain banking terms and acronyms; create, track and receive custom notifications on personal financial goals

## Live Agent Transfer

Even the most sophisticated system can't solve every consumer need. That's why we make it easy to transfer to a live agent with the appropriate skill—seamlessly and effortlessly—when the need for human interaction is a necessity.

**90% of conversations powered by Kasisto do not require human intervention.<sup>3</sup>**

## Business Dashboard

This comprehensive dashboard allows you to track engagement and interactions, monitor live agent transfers and more. Plus, it presents insights so you can learn, optimize and refine your communications.

## Conversation Management

Manage responses to your users within the conversation management console. Review, analyze and modify the content you use to develop conversations, on demand.

**Lean into the power of our NCR Conversational AI to drive greater efficiency and deliver the immediate, personalized assistance your users demand.**  
**For more information, please contact your relationship manager.**

## Why NCR?

NCR is a leading global technology company that brings unexpected value to every interaction between customers and businesses. #1 globally in ATM software and powering 5 of the 10 highest-rated banking apps, our digital-first solutions run the entire bank, enabling secure, meaningful, "always on" experiences for FIs and their customers.

NCR is headquartered in Atlanta, Georgia, with over 30,000 employees and does business in 180 countries. NCR is a trademark of NCR Corporation in the United States and other countries.

<sup>1</sup> Inc. (2018, April). By 2020, you're more likely to have a conversation with this than with your spouse. Retrieved August 5, 2020, from Inc: <https://www.inc.com/rebecca-hinds/by-2020-youre-more-likely-to-have-a-conversation-with-this-than-with-your-spouse.html>

<sup>2</sup> Forbes. (2019, October). AI stats news: 62% of U.S. consumers like using chatbots to interact with businesses. Retrieved August 5, 2020, from Forbes: <https://www.forbes.com/sites/gilpress/2019/10/25/ai-stats-news-us-consumers-interest-in-using-chatbots-to-interact-with-businesses-rise-to-62/#3a22995f3974>

<sup>3</sup> Median percentage of containment across Kasisto's customer base.