



30-Sep-2024

USA

Golden Nugget - LIVE!!!



North America

Searching For AI - Bankers Bakeoff Case Studies

America First Credit Union Pioneers A New Era of AI-Led Growth

AI Category Name

Coding Automation (Gen AI)

AI Feature

AI Model Monitoring - Engineering

AI Technology

Machine Learning (ML)
Algorithms

Monitoring and Management Tools

Hardware Accelerators

Challenge: America First Credit Union faced difficulties in monitoring and troubleshooting their machine learning models. They needed a robust solution to detect and diagnose performance degradation and data drift quickly, ensuring their AI systems remained reliable and effective. As a solution, America First Credit Union partnered with Arize to implement ML observability. Arize's platform provided comprehensive monitoring capabilities, allowing the credit union to detect issues in real-time, diagnose root causes, and maintain high model performance. "The strategic importance of ML observability is a lot like unit tests or application performance metrics or logging. It's essential for ensuring our AI models perform as expected and deliver value to our members." - Richard Woolston, America First Credit Union. Key performance indicators included a payback period of under 2 months, estimated ROI of over 500% in the first year, and time savings equivalent to saving 2-3 FTEs in the first year by not needing to build and maintain an in-house ML observability solution

Searching For AI Commentary

Love it. A new AI tool emerges, one that monitors other AI tools... Cool technology and clearly a thing of the future...

Start Internet Research - Original Story Link

<https://arize.com/customer-story/america-first-credit-union-pioneers-a-new-era-of-ai-led-growth/>

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North America

HTLF Bank Investigates Entities in Seconds with Entity Research Copilot

AI Category Name

Generative AI

AI Feature

FinCrime Compliance

AI Technology

GenAI

Machine Learning (ML) Algorithms

Large Language Models

Challenge: HTLF Bank faced increasing challenges in efficiently investigating entities and managing financial crime alerts. The traditional methods were time-consuming and often led to delays in identifying and mitigating potential risks. For the solution, HTLF Bank integrated Nasdaq Verafin's Entity Research Copilot, powered by Amazon Web Services, into their alert triage process. This generative AI tool expedited entity research and negative news searches, significantly enhancing the bank's ability to manage financial crime alerts. "Integrating Verafin's Entity Research Copilot has transformed our alert triage process. We can now investigate entities in seconds, allowing us to stay ahead in the fight against financial crime." - John McVoy, HTLF Bank. KPIs achievements include 90% reduction in alert review time compared to legacy approaches, and improved investigator efficiency, enabling quicker and more accurate decision-making.

Searching For AI Commentary

AML and FinCrime reporting is becoming a huge area of AI app development. Great use of GenAI.

Start Internet Research - Original Story Link

<https://verafin.com/resource/htlf-bank-investigates-entities-in-seconds-with-entity-research-copilot/>

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Switzerland

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Europe

How Zurich Insurance Company Improved Efficiency & CX w/ AI from Haptik

AI Category Name

Conversational Banking (Bots)

AI Feature

Chatbot - Customer Service

AI Technology

Large Language Models

Machine Learning (ML) Algorithms

GenAI

Zurich Insurance Group is one of the largest and most experienced insurers in the world. It has been entrusted by its customers for 30 years to secure their futures and offer financial security to their families and businesses. Zurich partnered with Haptik to build a conversational solution to help boost efficiency. Zurich sought to be able to serve its customers in their moment of need, in addition to addressing several other key business challenges. Zuri the chatbot, an Intelligent Virtual Assistant, was built by Haptik to address Zurich's core challenges and improve its business efficiency. Zurich allow its customers to instantly manage existing policies. Zuri enables faster query resolution by guiding customers step-by-step. Zuri seamlessly routes queries to human experts. The bot swiftly handle routine tasks such as modifying personal details, making claims & withdrawal requests, callback requests, etc. "Zuri has helped us to offer 24x7 support to complement our HelpPoint timings and ensure we are there when our customers need us the most. Zuri will become an even more important member of our team as we extend the channels and use cases that she is able to handle," said Mark Cady, Head of Operations, Zurich International. Results... It allowed Zurich to achieve 84% automation, improve its query resolution by up to 70% and improve its engagement with website visitors by 10%.

Searching For AI Commentary

Zuri goes live. Way to go Zurich. A great example of a chatbot in action. The results are impressive as well.

Start Internet Research - Original Story Link

<https://www.haptik.ai/resources/case-study/zurich>

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India

India/Pakistan

Searching For AI - Bankers Bakeoff Case Studies

How Tata Mutual Fund Achieved 58% Growth in Engagement w/ AI-Driven Solution

AI Category Name

Conversational Banking (Bots)

AI Feature

Chatbot - Customer Service

AI Technology

Large Language Models

Machine Learning (ML) Algorithms

GenAI

Part of the Tata group, Tata Mutual Fund is the most trusted fund house in India offering a range of investment solutions for financial planning and wealth creation. Tata Mutual Fund wanted a solution that would help them better serve digital-first millennials who demand support on-the-go. Tata Mutual Fund partnered with Haptik to offer a Convo Banking platform which was easy to use and implement. The resulting solution was an AI powered chatbot which resulted in a near perfect query resolution. "Haptik is a fantastically committed team. They truly understand their business and they go really deep to understand their customers' issues." said MVS Murthy, Head – Marketing & Digital. The objective was to improve customer experience by providing faster query resolution and minimizing human intervention. Tata Mutual Fund wanted a 70% reduction in monthly customer calls. Haptik brought a digital-first approach to Tata Mutual Fund's customer support, implementing a virtual assistant that helped them resolve routine queries end-to-end, freeing agents to focus on high-value issues. With the vision of creating the most compelling conversational commerce platform of the 21st century, Haptik's Conversational Commerce platform enables brands to design delightful experiences that improve conversion rates across every stage of their customers' journey. The results were near perfect. Tata Mutual Fund observed a 90% end-to-end query resolution and an immense reduction of 67% in call center queries.

Searching For AI Commentary

Tata is using AI throughout their org and the Mutual Fund area is a great example of a Chatbot in the asset management space.

Start Internet Research - Original Story Link

<https://www.haptik.ai/resources/case-study/tata-mutual-fund>

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India

India/Pakistan

Searching For AI - Bankers Bakeoff Case Studies

How Kotak Life Made Policy Purchase Easy on WhatsApp using AI from Haptik

AI Category Name

Conversational Banking (Bots)

AI Feature

Chatbot - Customer Service

AI Technology

Large Language Models

Machine Learning (ML) Algorithms

GenAI

As one of the quickest growing life insurance companies in the world, Kotak Life Insurance Company is paving the way for future advancements in insurance technology. The company aimed to provide their customers with personalized insurance services through WhatsApp. Kotak Life was looking for a one-stop solution that would streamline customer interactions across various messaging channels for both existing and new customers. The Kotak Life team placed a high priority on chat channels as their main customer contact option due to its ease of use in keeping track of context and history. Kaya, Kotak Life's Virtual Assistant built by Haptik, is a remarkable omnichannel chat solution that not only generates high-quality leads but also offers an incredible post purchase experience for customers. Kaya is capable of providing round-the-clock support, delivering prompt and efficient responses to customer inquiries, even outside of regular business hours. Kotak Life also leverages WhatsApp Notifications to keep policyholders informed of their upcoming renewals ahead of time, and offer end-to-end payment solutions on WhatsApp to ensure ease of payment. By using WhatsApp, Kotak Life allows policyholders to quickly and easily submit details of their claims and even check the status without hassle. Haptik has developed six unique bots on WhatsApp for Kotak Life. "Kaya, Kotak Life's AI enabled virtual assistant, built along with Haptik, has helped improve customer experience capabilities," said Kirti Patil Sr. EVP, IT & CTO, Kotak Life Insurance. Results. 8000 agent hours saved. 82% chatbot containment rate. 85% CSAT score.

Searching For AI Commentary

Bots strike in the insurance space and this vendor, Haptik is showing up more and more... Coming to America :-)

Start Internet Research - Original Story Link

<https://www.haptik.ai/resources/case-study/kotak-life-insurance>

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India

India/Pakistan

Searching For AI - Bankers Bakeoff Case Studies

How India's Leading Digital Lending App - CASHe - Enabled Instant Credit Disbursal w/ AI and WhatsApp

AI Category Name

Lending Underwriting

AI Feature

Chatbot - Customer Sales

AI Technology

GenAI

Large Language Models

Machine Learning (ML) Algorithms

CASHe, the leading credit-based financial wellness platform in India, aimed to enhance the borrowing journey for young middle-income consumers. The company sought to incorporate elements of mobility, transparency, agility, and personalization into their interactions. The goal was to use technology that makes accessing loans easy and hassle-free, so people have more control over their finances. "Our primary objective is to keep our loan product offering instant and simple. We engaged with Haptik to integrate WhatsApp to offer an effortless borrowing experience for our users," said Prateek Singh Kushwah Product Manager, CASHe. CASHe and Haptik have partnered to create a conversational WhatsApp bot that allows potential borrowers to access credit swiftly and conveniently. This chatbot offers young professionals an immediate, all-inclusive solution for their loan needs in just minutes! The bot is designed to authenticate the user and issue loans in less than a minute. The loan application process proved to be an effective method for generating leads on WhatsApp, as the user's phone number is readily available, and only a few extra pieces of information are required. In only a few months since its launch, Cashe's WhatsApp chatbot has seen an extraordinary amount of daily conversations and is projected to continue growing. As a result of these efforts, WhatsApp has now become one of the most effective customer acquisition channels for Cashe. 50k new customers acquired and credit lines issued.

Searching For AI Commentary

Lending shows up on WhatsApp and using AI to drive the chat experience. This is the future of AI. Going where the customers are already hanging out ie embedded lending...

Start Internet Research - Original Story Link

<https://www.haptik.ai/resources/case-study/cashe>

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South Korea

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East Asia

Searching For AI - Bankers Bakeoff Case Studies

Elevating Internal Excellence: Woori Bank's AI Models Lead the Way - Launches Banker Bots

AI Category Name

Conversational Banking (Bots)

AI Feature

Employee General Automation

AI Technology

Large Language Models

Machine Learning (ML) Algorithms

GenAI

In a pioneering move towards enhancing internal operations with AI technology, Woori Bank welcomed virtual representatives to be employed in their bank's operations. These virtual employees include an arsenal of young to middle-aged male and female AI models designed to assist their human coworkers with day-to-day tasks. With AI-powered coworkers, employees can be guided through complex processes and have all their queries answered quickly and efficiently. Additionally, digital humans can be personalized to suit the specific needs and preferences of each real human employee. Woori Bank's AI-powered human employees bring a fun and interactive element to internal operations and events. They can host sessions, run workshops, and interact with employees – engaging, entertaining, and educating them.

Searching For AI Commentary

Banker bots. This is a great idea, focus chatbots on employees and making them more productive.

Start Internet Research - Original Story Link

<https://www.deepbrain.io/customers/woori-bank>

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South Korea

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East Asia

Samsung Securities' AI Revolution Unveils Innovative Future in Finance - AI Analysts

AI Category Name

Conversational Banking (Bots)

AI Feature

Chatbot Research Analyst

AI Technology

GenAI

Large Language Models

Machine Learning (ML) Algorithms

Samsung Securities Co., Ltd., a subsidiary of Samsung Group, stands as a leading financial investment company headquartered in Seoul, South Korea. Samsung Securities has been actively working on strengthening its social media and digital presence by regularly posting videos of its top analysts sharing market insights and retail investment advice. However, as the company prepared to scale content production and share videos daily, the production team encountered several challenges. Introduction of AI Analyst. DeepBrain AI worked with Samsung Securities to develop custom AI avatars for use in AI Studios, the company's patented AI video generator. Samsung Securities requested two custom avatars modeled after Jang Hyo-sun, the head of the Global Stock Team, and Jeong Myeong-ji, the head of the Investment Information Team. Using the latest generation of GPU computing resources available on AWS, DeepBrain.ai can synthesize AI avatars using only 3-4 hours of video and voice recordings of Jeong Myeong-ji and Jang Hyo-sun. The avatars closely replicate both individuals' appearances, movements, and speech, with a 96.5% similarity. Reduce video production time by 80%. Cut production from multiple people to one person. 31K average video views.

Searching For AI Commentary

Content generation or GenAI used for video production and Samsung is doing great things in this area with DeepBrain.ai.

Start Internet Research - Original Story Link

<https://www.deepbrain.io/customers>

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01-Oct-2024

South Korea

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KB Kookmin Bank Introduces AI Banker Kiosks Revolutionizing Customer Experience



East Asia

AI Category Name

Conversational Banking (Bots)

AI Feature

Chatbot - Kiosk App

AI Technology

GenAI

Machine Learning (ML) Algorithms

Large Language Models

KB Kookmin Bank, a major financial institution in Korea, has partnered with DeepBrain AI to develop a groundbreaking innovation in the banking industry - the first AI Banker in the form of a kiosk. KB Kookmin Bank collaborated with DeepBrain AI to establish an AI experience zone within its Yeouido headquarters. The zone enables customers and visitors to interact with an AI Banker in real-time, featuring cutting-edge voice and video synthesis, natural language processing, and speech recognition technologies. The AI Banker aims to minimize any potential discomfort or hesitation customers might feel toward AI interactions through human-like interactions, natural gestures, and a user-friendly design. This groundbreaking innovation not only provides a contactless customer experience but also enhances engagement and convenience. The AI Banker's creation was a collaborative effort that involved using authentic voice and video data from two male and female employees at KB Kookmin Bank's branches. This approach results in the AI Banker's responses and interactions closely mirroring human behavior, which makes it more natural and relatable to customers. The AI Banker at KB Kookmin Bank provides customers with a comprehensive range of services, welcoming them with voice, video, and text interactions. Its answers are powered by KB Kookmin Bank's proprietary financial language model, KB-STA, ensuring accurate and relevant information. The AI Banker's capabilities extend beyond basic inquiries. It can also assist customers in navigating the use of nearby intelligent automated devices (STM) and automated teller machines (ATM). Additionally, the AI Banker offers insights into financial products, kiosk installation locations, financial literacy, local weather updates, nearby facilities, and general conveniences of life.

Searching For AI Commentary

Chatbots wrapped in a kiosk. Makes perfect sense. And a great way to extend the AI chatbot experience. Great tech also. Provided by DeepBrain.ai.

Start Internet Research - Original Story Link

<https://www.deepbrain.io/customers/kb-kookmin-bank>

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South Korea

East Asia

Searching For AI - Bankers Bakeoff Case Studies

Revolutionizing Customer Interaction: NH Nonghyup Bank Embraces AI Human TTS Technology - AI Avatars

AI Category Name

Conversational Banking (Bots)

AI Feature

Chatbot - Customer Facing Avatar

AI Technology

GenAI

Large Language Models

Machine Learning (ML) Algorithms

Established in 2012, Nonghyup Bank (NH Bank) is a leading banking institution in South Korea and is widely recognized as one of the top 5 banks in the country. In response to the shifting consumer landscape in South Korea, NH Bank sought to increase its efforts in expanding its AI technology capabilities. DeepBrain AI and NH Bank collaborated to generate two custom AI avatars using aggregated data from 200 existing employees, with 100 from each gender. This led to the development of two AI-generated bankers with appearances that represent NH Bank's workforce. Hwang Jae-Cheol, the Digital R&D Center Director of Nonghyup Bank, states, "The avatars have an approximate accuracy rate of 96.7% in lip-syncing. It also has 18 gestures, the most among domestic banks [in Korea]." Along with providing custom AI Bankers, DeepBrain AI developed a dedicated kiosk system where the AI Banker can be accessed by customers visiting NH Bank's brick-and-mortar branches. The AI Banker kiosks introduced many benefits for NH Bank.

Searching For AI Commentary

Chatbot Avatars and kiosks. Avatars for in person service. Great example of leveraging chatbots outside of self-service.

Start Internet Research - Original Story Link

<https://www.deepbrain.io/customers/nh>

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USA

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Think Piece - Worth A
Look

North America

AI and the Future of Work - Cykel Speaks



AI Category Name

Employee Automation & Content Gen

AI Feature

Employee General Automation

AI Technology

GenAI

Machine Learning (ML) Algorithms

AI's estimated economic impact is projected to reach \$15.7 trillion by 2030, indicating its significant influence across industries. AI automation, a key driver of this growth, is reshaping business operations and enhancing productivity in new ways. AI is significantly enhancing workplace productivity, transforming how tasks are performed across various industries. According to a McKinsey study, 20% of employees need to be re-skilled to match the needs of an AI landscape. Recent studies support this trend, with 84% of U.S. workers in positions that could leverage generative AI to automate at least 25% of their repetitive tasks and boost productivity. AI's transformative power is being felt across diverse sectors, enhancing efficiency, providing deeper insights, and creating new opportunities for innovation. With 77% of businesses already integrating AI into their operations or actively exploring its implementation, underscoring its critical role in maintaining competitiveness. AI is transforming businesses globally, opening new avenues for productivity and innovation. At Cykel, we're committed to guiding you through this transformation with AI solutions that integrate smoothly with your current operations.

Searching For AI Commentary

Yes, its a sales blurb from Cykel, but it is still interesting so we gave it a Think Piece designation... Good exploration of how employee automation is coming in to its own as a category for AI applications.

Start Internet Research - Original Story Link

<https://www.cykel.ai/resources/ai-and-the-future-of-work>

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