



Factsheet – Fusion Digital Banking

BankAssist, by Kore.ai, brings conversational banking to your account holders

Automate and streamline the account holder experience with an intelligent, virtual assistant that provides human-like user experience for day-to-day retail banking tasks.

Located within [FusionFabric.cloud](#), Virtual Banking Assistant, acts as an additional feature inside your digital banking application.

Personalize your banking experience through an easy-to-use, automated chatbot. Use machine learning (ML) and artificial intelligence (AI) to turn simple commands into completed tasks. Gain actionable data for deeper insights and stronger results.

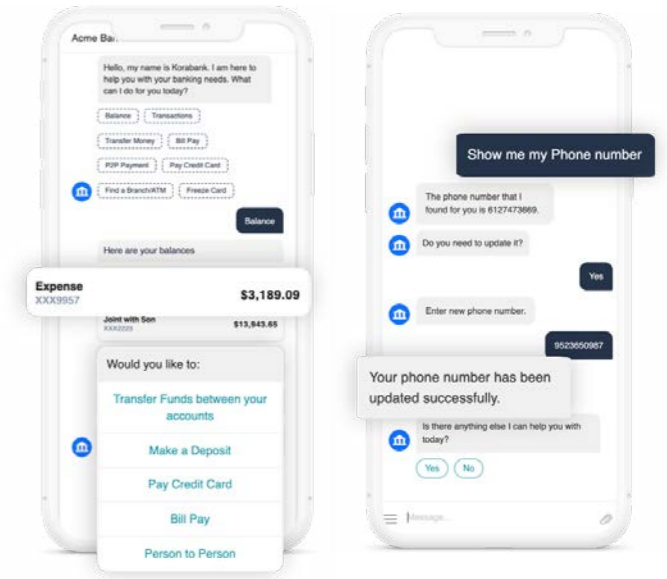
Provide new dimensions to existing product and service channels with Kore.ai's BankAssist.

A powerful transformation in user experience

- **Personalized engagement:** Give your account holders a human-like experience with a personal banking assistant
- **Easy-to-use:** The Virtual Banking Assistant was designed to mimic human interactions so that it is intuitive for the non-technical savvy users
- **Omni-channel support:** Mobile or online, BankAssist is equipped to assist most digital banking needs
- **Seamless transitions:** When questions are too complex, a seamless transition to a real person ensures a complete account holder experience
- **Mitigate risk:** Actionable, simple options for time-sensitive or fraudulent notifications allow users to respond quickly

A powerful transformation for the institution

- **Engagement:** Enhance end user engagement through personalized experiences
- **Easy access:** Increase digital banking adoption with an additional communication channel
- **Savings:** Save time and resources by automating common questions
- **Configurable:** From branding, to the assistant name, FAQs, and responses, BankAssist is highly configurable, to meet unique needs
- **24/7 Support:** Automated intake and responses for immediate recommendations triage of 24/7 service and support requests



Want to learn more? [Let's talk!](#)

About Finastra

Finastra is building an open platform that accelerates collaboration and innovation in financial services, creating better experiences for people, businesses and communities. Supported by the broadest and deepest portfolio of financial services software, Finastra delivers this vitally important technology to financial institutions of all sizes across the globe, including 90 of the world's top 100 banks. Our open architecture approach brings together a number of partners and innovators. Together we are leading the way in which applications are written, deployed and consumed in financial services to evolve with the changing needs of customers. Learn more at finastra.com

Finastra and the Finastra 'ribbon' mark are trademarks of the Finastra group companies.

© 2021 Finastra. All rights reserved.

GL 3115 / 0620

North American Headquarters

744 Primera Boulevard
Suite 2000
Lake Mary, FL 32746
United States
T: +1 800 989 9009

