

Factsheet

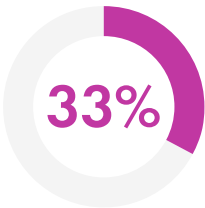
Finastra OperatorAssist: optimizing & reducing manual tasks in payment operations

OperatorAssist transforms payment operations by simplifying the way bank staff interact with complex payment data.

As the volume and richness of payments data increases, the efficiency of a bank's operations team becomes a key factor in cost control and customer satisfaction.

For many payments applications the inbuilt capabilities to locate and fix problem payments can be both limited and require operators to decipher complex contextual information manually.

Large Language Models (LLMs) are redefining how bank operators engage with payment workflows. Instead of manually navigating systems, operators are now supported by AI-based technologies that understand context and interpret instructions and error messages, enabling them to resolve issues with speed and accuracy.



automation potential of LLMs for operator tasks at banks.¹



of banks are either planning or exploring to integrate AI to automate operations.²



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Early feedback indicates that when AI and data analytics are applied strategically, they don't just streamline operations, they can boost efficiency by 20% or more. And what's really exciting is how these efficiencies ensure banks are meeting compliance requirements, which is a major challenge for many."

Mike Vigue,
Senior Director, Product Management,
Finastra

OperatorAssist is a cloud-native, Gen AI-powered solution, streamlining payment operations by reducing manual effort, accelerating payments resolution, and improving accuracy, delivering measurable efficiency gains and enhanced client experiences.

It features a simplified user interface with natural language search and conversational capabilities, enabling business users, operational teams, and others to quickly locate, analyze, and act on payment information with unprecedented ease

From identifying payments impacted by compliance, fraud, or fee events, to simplifying complex searches and recommending repairs, OperatorAssist reduces manual effort, accelerates resolution, and empowers teams to operate with greater agility and insight.

Pain-points in the payments system

cost the industry around **\$2 billion** each year and affect more than **700 million transactions annually**.³

23% of commercial clients

rank payment errors in their top pain points with respect to their current payments provider, resulting in lower authorization rates and increased costs for their businesses.⁴

Finastra OperatorAssist - Unlocking end-to-end efficiency and enhancing customer outcomes

OperatorAssist provides tangible improvements in bank staff effectiveness and efficiency, through:

-  Simplification of complex payment searches
-  Streamlines payment repairs and reduces investigation and manual input time
-  Reduced error rates and rework
-  Accelerated onboarding and training for new staff
-  Efficient management of high priority payments improving client satisfaction
-  The ability to scale across teams and geographies
-  Improved staff satisfaction

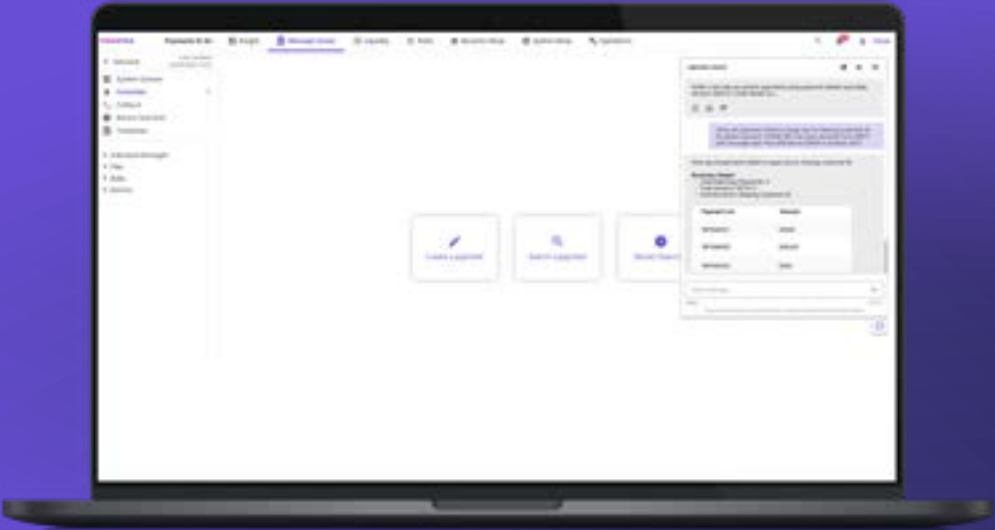
Key Capabilities

-  **Natural language search:** Teams can ask questions in plain English (e.g., “Find all payments with today’s value date over \$1000 where the debit account begins with 57968xxxx”).
-  **ISO 20022-Aware:** Understands and interprets ISO terminology and message structures.
-  **Generates payment repair recommendations:** by analyzing historical transaction repairs and learning the repair actions.
-  **Collaborative tools:** Share prompts, save favorites, reuse search queries, and reduce SME dependency.

If your operational effectiveness and efficiency are being adversely impacted by the complexity and effort involved in the manual resolution of payment processing issues, Finastra has the solution.

With OperatorAssist, your users can execute complex queries with natural language prompts, directly interrogate more detailed data, and carry out actions on individual payments or in bulk. With payment data complexity and payment volumes increasing, there’s never been a better time to simplify and streamline your operations.

Reach out to your Finastra Account Manager or Representative for more information.



Use cases

- Streamline payment searches
- Search payment audit trails
- Export payment information
- Apply actions within search results
- Receive repair recommendations
- Management-based reporting
- Create payments using templates
- Multi-language support

References

1. Accenture, Work, workforce, workers - Reinvented in the age of generative AI
- 2 Endava, Powering Growth in the Global Payments Race
3. Insights Distilled, Big banks are already loving SWIFT’s new AI tool that stops cross-border payment problems
4. Accenture, Reinventing commercial payments for profitable growth

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