

Ada for Banking

Customer expectations are changing as digital channels serve as viable gateways for on-demand support.

And yet, customer support failures continue to plague most banks.

Tasks such as balance inquiry, bank account details, and scheduling a call can be automated - but only with the right platform, leveraged as part of a broader AI strategy.



Hey! What's my next payment?

Welcome back Mark, your next payment is due on March 30.

Amazing, thanks!

No worries! Let us know if you'd like us to make a payment now.

Ask me something



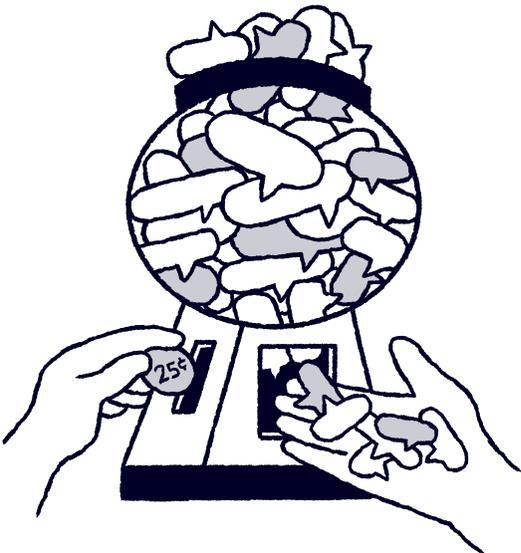
Ada for Banking

With Ada non-technical teams can launch a self-service solution that lets customers solve more than 80% of inquiries on their own - in less than a month.

More than a basic FAQ-bot, Ada deflects inquiries with a more personalized, robust experience that ultimately frees live agents, diminishes wait times, and ensures customer engagement - all leading to a more positive banking experience.

Ada is leading award-winning enterprise businesses to drive digital transformation by:

- Empowering the support teams who know your business best to build content in mere seconds
- Creating customized journeys and upsell opportunities
- Enabling seamless handoff to live agents within the same interface



BE EVERYWHERE, FOR EVERYONE

Move past the 9-5 live support hours by turning on 24/7 instant support across channels that in high demand with banking customers, including Apple Business Chat, Facebook Messenger, and SMS.

BUILD A CUSTOMIZED BOT

Use your own images, videos, copy and other content to create dynamic user experiences that reflect your brand personality.

SPEAK EVERY CUSTOMERS' LANGUAGE

Let customers engage with your business naturally and comfortably. Build your automated content in English, then watch as it's deployed in over 100 different languages.

PERSONALIZE AND SEGMENT YOUR ENGAGEMENT

Customize experiences unique to every customer's personal information, geography, lifetime value, and more.

HARMONIZE THE HUMAN-TO-BOT EXPERIENCE

Eliminate unnecessary touchpoints and complicated handoffs by allowing your live agents to drop directly into conversation within the live interface.

LEARN WITH YOUR CUSTOMERS

Pull real-time data and dynamic reporting to better understand the time, effort, and cost savings generated by your automation.

DISCOVER NEW REVENUE

Provide hyper-relevant content, and drive new sales by delivering offers tailored to specific customer traits like account type, geography, and interest.

As the market leader in Automated Customer Service (ACX), Ada is the only chatbot platform purpose-built to support an automation-first customer service strategy.

By diminishing dependence on IT and uncovering new opportunities for revenue, Ada's automation is designed to transform the support model from a cost center to profit center. Headquartered in Toronto, Ada enables clients around the world, like TELUS, AirAsia, and UpWork, to put automation and AI at the front end of their customer service strategy, thereby freeing live support agents to have greater impact.

T +1 (855) 232-7593

E hello@ada.support

TW @AdaSupport

F facebook.com/getadasupport

LI linkedin.com/company/ada-support-inc.



Visit us at

Ada.Support