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Rapid Response Virtual Agent for Financial Services

Financial services firms are adapting to rapidly changing customer inquiries and market landscape as a result of COVID-19. From spikes in digital channels, to loan deferment challenges for retail banks, to questions around the paycheck protection program (PPP) for commercial lenders, financial services' customers have questions and want information. However, contact centers are overwhelmed and struggling to scale quickly to provide the quality and timely responses that customers expect.

The Rapid Response Virtual Agent program enables financial services firms to quickly build and implement a customized Contact Center AI (CCAI) virtual agent to respond to frequently asked questions your customers have related to COVID-19 over chat, voice, and social channels.

Rapid Response Virtual Agent Capabilities

Reduce hold times and alleviate pressure on your contact center:

- Create a customized contact center chatbot that can understand and respond to COVID-19 related questions you specify.

- Provide up-to-date information on your website through chat so customers can get immediate assistance.

- Free your human agents to handle more complex cases with automated phone responses to common customer questions.

Program Benefits

Launch in weeks
Work with an established network of telephony and system integration partners to launch your chat and/or voice bot quickly. Most implementation support is free and without usage fees*. This can also be done by yourself using simple documentation.

Provide 24/7 access to conversational self-service
Answer customer questions in 23 languages across chat, phone, social and messages.

Scale and connect to existing workflows
Expand the customer experience and operational efficiency with Contact Center AI and connect into existing workflows.

Value Opportunity

Customers
Decreased time to obtain COVID-19 related information

Call Center Agents
Increased focus on the most complex questions

IT Organization
Increased scalability and efficiency

*No usage fees for Dialogflow, which powers CCAI, until July 31st, 2020.
We will provide Dialogflow Enterprise quota levels (600 requests per minute) for your Rapid Response Virtual Agent. After July 31, quotas will revert to Dialogflow Standard levels unless previously agreed. Please work with your Cloud representative to evaluate your Dialogflow quota requirements beyond this point. Connect with your Cloud representative to evaluate your Dialogflow quota requirements beyond this point.

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🗣 How it helps

- Address common questions around deferments, forbearance, and refinancing for lending products, such as student loans and mortgages.

- Provide information on how to perform key activities if a local bank branch is closed, such as getting a cashier's check, accessing a safety deposit box, or other in-person activities.

- Outline policies for cash withdrawals from products with potential restrictions, such as a Certificate of Deposit.

- Provide information on process for requesting credit line increases or policy for delayed credit card payments.

- Address questions on the Paycheck Protection Program.

- Provide information for insurance products available for the current environment.
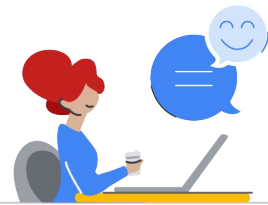
⚙ Why Contact Center AI

- Quality of conversational AI

- Built for enterprise scale - support up to 20k intents (unparalleled in the industry)

- No-logging option available - Dialogflow virtual agent comes with no-logging option in which case Google does not store any of the end-user queries

- Ease of implementation and fast time-to-market - start seeing results in as little as three to six months

- Fast Integration with Google Cloud Telephony Providers: Avaya, Cisco, Five9, Genesys, Mitel, Twilio, Vonage

- Provide personalized support, immediate service, and quick issue resolution

- Increase customer satisfaction and operational efficiency

- Empower agents to provide more specialized customer care. Turn every agent into a specialist and free up your support agents to take care of more difficult and specialized calls.

- Seamlessly integrate Contact Center AI into your existing systems.

We're here to help

Please engage with your Google Cloud account manager to discuss how Google's Rapid Response Virtual Agent chatbot solution can support you and your customers during this time of uncertainty.

Visit cloud.google.com/solutions/financial-services for more information on Google Cloud financial services solutions.