



COGNITO CHATBOT PLATFORM

Enabling on-demand, conversational banking for digital leaders

Cognito is an enterprise-ready chatbots platform that offers **accelerated time to market, frictionless deployment, and high level of customization**. It enables you to rapidly meet the expectations of digital customerWWs by providing personalized, one-on-one banking experiences at scale through their preferred communication channels.

Cognito Features:

LOAN SERVICE AUTOMATION

- Instant response to loan inquiries
- Loan application guidance
- Monthly payment reminders
- Collect payments

PRODUCT RECOMMENDATION

- Highly-targeted offers
- Cross-sell
- Up-sell

PERSONAL FINANCE PLANNER

- Balance notifications
- Bill reminders
- Personalized savings tips

CUSTOMER SERVICE

- 24/7 contextual, personalized support
- Instant answers to FAQs
- Report lost or stolen cards
- ATM locator
- Forward requests to a customer service rep
- Get feedback on service

ON-DEMAND BANKING

- Transfer funds to own or 3rd party accounts
- Check savings and checking account balance
- Check credit card statement
- Set up automatic bill payments
- Pay bills

FRAUD DETECTION

- Detect potential threat
- Send fraud alerts
- Block credit and debit cards

I can't find an ATM nearby



There's one near you at the corner of Market St. and Kearny St. 😊

What's my checking account balance?



Your current balance is \$1,563.00



Hey Anna! Looks like you're trying to make a cash withdrawal from an ATM in the amount of \$500.

This is much higher than your typical withdrawals. Can you please confirm this is you?

Hi! Yes, that's me! Thanks for checking! 😊



FAST DEPLOYMENT, FAST ROI

You can have your own branded chatbot up and running in 6-8 weeks! Cognito supports iterative development which means that new functionalities can be added in real-time and in production with zero downtime.



Research session

Set goals, understand your specific needs and requirements



Customization

of bot functionality per your specifications



Train

the bot to reflect your brand's personality and voice



Build

chosen connectors and integrate with backend systems



Test,

test, test!



Launch!