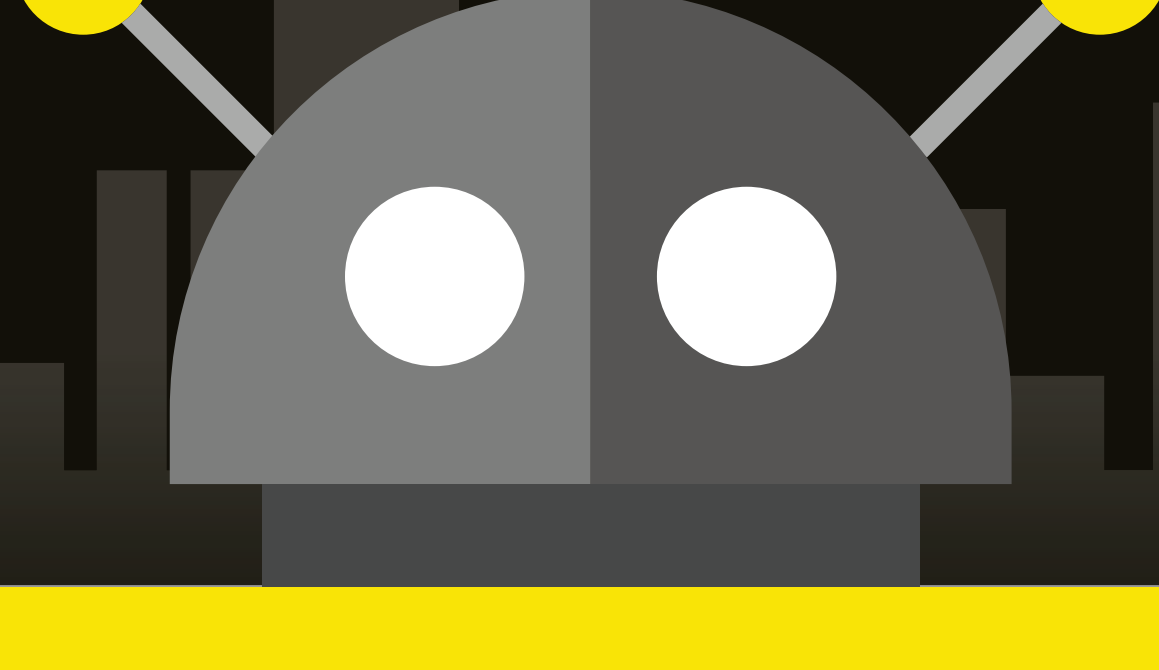


# AI AND CHATBOTS: A BRAVE NEW WORLD FOR BANKING



## CONSUMERS ARE READY FOR AI



## SEVEN OUT OF TEN

consumers would welcome AI-powered advice for banking, investment and insurance services.

Based on Accenture survey

## OPPORTUNITY KNOCKS

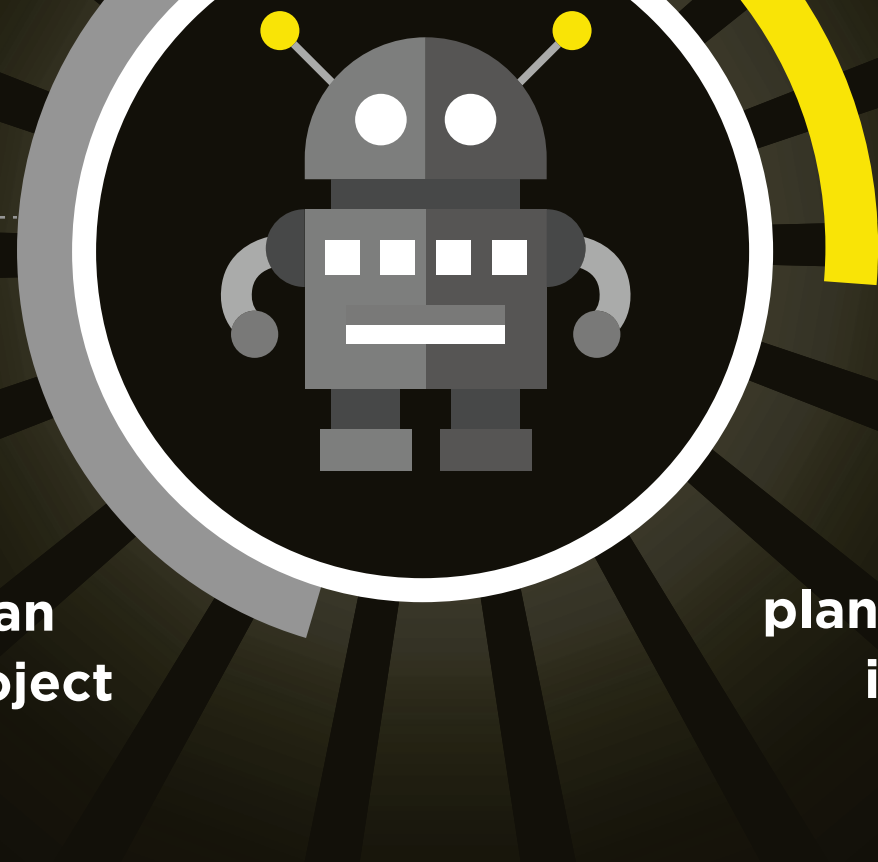


## More than THREE QUARTERS

of financial institutions view chatbots as an opportunity.

## BOTS ARE HERE!

Most financial institutions plan to deploy a Chatbot solution in the next 12 months



**46%** already have an active bot project in place

**26%** plan to rollout bots in the next year

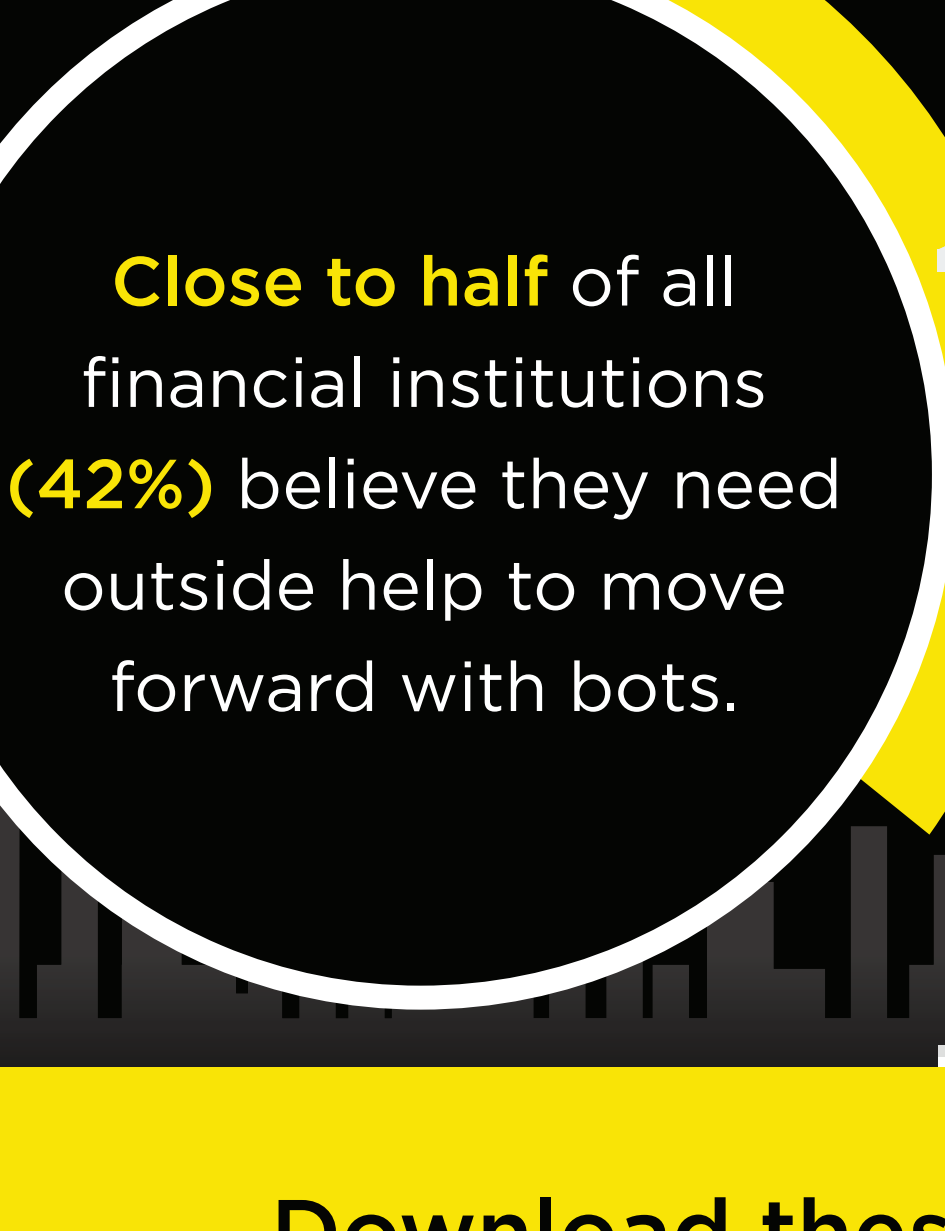
## BOTS ARE TAKING OVER CUSTOMER CONVERSATIONS



## CAN THE BOT HELP YOUR BANK SPEAK MILLENNIAL?



## HELP IS ON THE WAY



Download these BotBriefs to learn more.



8 Things Your Bot Should Do to Make Customers Smile >

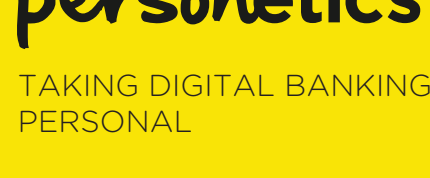


How Chatbots Fit Into Your Omnichannel Strategy >



Can a Bot Help Your Bank Speak Millennial? >

To find out more, visit the **Chatbot Learning Center.**



Results based on Personetics survey of more than 200 financial institutions and Accenture survey of more than 33,000 consumers.