



Interfaces, evolved.

D-ID Agents for Banking and Financial Services

Step into the future of interactive communication with D-ID Agents. Agents represents the pinnacle of Customer Experience (CX) excellence. Agents are thoroughly trained and equipped to interact with clients at any phase, anytime, without the need for recruitment, onboarding, or performance evaluations. Its goal is to deliver unparalleled customer service, around-the-clock and across the globe.

The Challenges in Tech Integration for BFSs

- **Automation vs. Personalization** - In order to successfully scale operations, especially when it comes to communicating with customers, we often find that companies will automate routine tasks but lose the personalization present in a human-to-human customer service conversation.
- **Timing is key** - In order to truly connect with customers, you have to be able to meet them when they are truly in need of your services. Often this means that they cannot reach a rep at odd hours or from international calls.
- **Cost savings** - Running a call center and training new employees can be costly and time-consuming.

Why D-ID is the optimal solution

- **Automation vs. Personalization** - D-ID Agents is tailored to fit your business needs, from its appearance to its knowledge base. An Agent, like a banking advisor, can engage with customers in a friendly, professional manner, at scale.
- **Timing is key** - An AI advisor works around the clock, handling multiple inquiries, in several languages, without any geographical limitations.
- **Cost savings**—Agents can help businesses reduce operational costs by eliminating the need to open call centers and purchase expensive real estate.

Building an Agent with a knowledge base tailored to your banking or financial institution is simple, and you can update your agent as new regulations and guidelines are introduced.

