

INTELLIGENCE #REIMAGINED

AI COMES OF AGE

**Customer service and financial advisory**

76% bankers believe AI will be primary mode of customer interactions in 3 years⁹

Banks will understand AI better and invest more in 2018

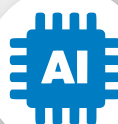


AI in 2018

AI infused use cases to expand



Some of the AI solutions to see mainstream adoption



Productivity gains of 35-50% estimated with RPA¹



70% banks plan to support a conversational AI solution⁸

Banks will explore new areas for use cases



Digital fraud detection



Documents classification



Non-traditional credit scoring



Product recommendation



Enhanced automatic trading

Source

1. PWC <https://www.pegacom/sites/pegacom/files/docs/2017/Jul/rpa-adoption-trends-webinar-slides.pdf>

#ReimagineBanking