

AI ENABLED TECHNOLOGIES

AI VOICE ASSISTANT

Build a smart and multi-scenario-based service ecology with an AI voice assistant that can automatically call your customers to confirm and update information in your database.



HOW IT WORKS

1. A conversation flow is designed
2. Database of customers to be reached generated
3. System calls mobile number of each customer
4. Voice synthesis speaks the Customer Services script
5. NLP engine processes customer voice response
6. Database is updated

SUITABLE FOR

Any organisation with large volumes of similar, repetitive communication tasks by customer service



AI: Please let me know your new mailing address

Sure, it's 123 Victoria Street, Bergashire...

USE CASES

Address and contact details confirmation

- Confirm or update mailing address
- Ensure newly issued credit cards are delivered to cardholders by post

Financial Services Promotion

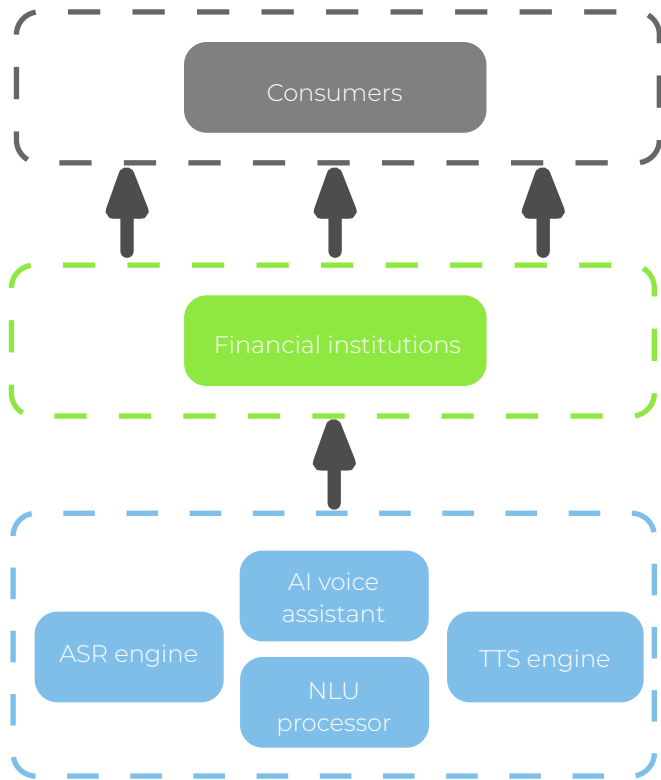
- New or existing business promotion
- Pre-sales activity to qualify customer interest

PAIN POINTS

- Large overhead of maintaining call centres
- Cost of lost mail due to incorrect information

KEY BENEFITS

- ✓ Develop intelligent and diversified financial services
- ✓ Leverage automated calls for pre-sales promotion
- ✓ Improve efficiency
- ✓ Increase availability of customer services



ASR: Automatic Speech Recognition
NLU: Natural Language Understanding
TTS: Text to Speech
NLP: Natural Language Processing

AI voice assistant continuously learn keywords and adapt to language that is specific to your industry and business through machine learning algorithms.

About Goldpac Fintech

Goldpac Fintech is a subsidiary of Goldpac Group which was established in 1993 and listed on the Hong Kong stock exchange. For over three decades, Goldpac has maintained its leading position as a fintech pioneer, providing intelligent and secure payment solutions to over 1,000 large and medium-sized organisations across 30 countries and regions. It is one of the largest suppliers of smart payment solutions in the world.

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