

Leading Slovenian Bank Nova KBM Offers Seamless **Customer Experience with AI-Powered Contact Centers**

INDUSTRY

Banking/Financial Services

LOCATION

Slovenia

SIZE

1001 - 5000 Employees

OVERVIEW

The Challenge

- Optimize Contact Center IVR Operations
- Free Up Contact Center Agents
- Automate Client Self-Servicing
- Offer Slovenian Language Support

The Solution

- Intelligent Virtual Assistant
- Support in Slovenian language

Business Benefits

- Enhanced Customer Experience
- Enhanced Agent Satisfaction and Productivity
- **80%** Reduction in Workload of Contact Center Agents
- **65%** Increase in Chat Containment Rate

Business Overview

Nova KBM, founded in **1862**, is one of **the oldest and leading Slovenian financial institutions** with a full range of banking services. The bank offers both personal banking and financial services such as corporate finance.

The Challenge

Before using Kore.ai, Nova KBM was using an integrated contact center platform with a simple chat feature. However, as the processes weren't completely automated, most of the automated chats were still transferred to the agents. Their vision was to look for a solution that could enable complete automation of the contact center chat requests using AI-driven intelligent virtual assistants instead of basic chatbots. This is when Nova KBM partnered with Kore.ai to help and transform Nova KBM's customer experience with AI-

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It's been a very rewarding journey for us. We've built up our capacity in the last six months and the number of chats going to automated processes has increased dramatically. We're very happy.



– Aleksandra Brdar Turk,
Director Banking Operations at Nova KBM d.d.

The Wishlist



Optimize contact center IVR operations



Reduce the workload of the contact center agents



Automate FAQs and standard tasks for customer self-serve



Find a platform supporting Slovenian language

Evaluation - How Nova KBM Chose the Right Fit

With a clear vision in their mind about the technology and considerations to enable AI-powered chat facility at their contact center, Nova KBM started to look out for the best players in the market. Based on the primary motivators for change, Kore.ai was able to stand out from the competition by offering the product with AI capabilities like Natural Language Processing to Nova KBM in their local language (Slovenian) within a limited time frame (just six weeks). This was something that the competition could not offer and hence, Kore.ai became the brand of choice.

Nova KBM's decision-making was based on two major factors:



Local Language Support:

Finding a platform that would be readily available for the Slovenian language was difficult. Kore.ai offered local language support with superior NLP capabilities which was a basic requirement for Nova KBM.

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None of the competitors had the ability to support the Slovenian language in the way that Kore.ai presented and this was the tipping point for us to decide to go with Kore.ai.

– Aleksandra Brdar Turk, Director Banking Operations at Nova KBM d.d.



Smooth and Quick Implementation:

Nova KBM wanted to start with the project in a short time frame. The timeline was ambitious, but Nova KBM in collaboration with Kore.ai was able to complete implementation within the allotted six weeks time while meeting their other requirements.

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It was quite difficult to develop language support in a time frame which we had (and the time frame was very ambitious). So, this was where Kore.ai actually stood out from the competition.

– Aleksandra Brdar Turk, Director Banking Operations at Nova KBM d.d.

The Solution

Nova KBM chose XO Platform to conquer the challenges they were facing. Nova KBM, in collaboration with Kore.ai, chalked out a transformation process to automate their contact center chats using AI-powered intelligent virtual assistants. After the implementation, the IVAs were able to handle the customer queries and FAQs easily, reducing the agents' workload of handling chats.

The Impact



Fully Automated Contact Center with Conversational AI-Powered IVAs



Simple and Intuitive User Interface



Smooth and Short Implementation



Clear Analytics to Track Progress



Flexibility to Manage the Chatbot Knowledge Base



Dedicated Support for Guiding the Nova KBM Team



Increased Productivity of Contact Center Agents



Enhanced Customer Experience

Expanding Horizons with Best-in-Class Results

After implementing the virtual assistants on their public website, the Nova KBM team was so satisfied with the results that they've expanded the use of the AI-powered chat facility for their online banking users as well. Today, Nova KBM's numbers speak for themselves and the company is soaring high with happy contact center agents and customers.

94%

Automation rate



75%

Reduction in chats routed to live agents



65%

Increase in chat containment rate



Nova KBM's Recommendation:

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I was most impressed with the speed of implementation, especially because we needed to develop the language from scratch. The ability of the Kore.ai team to develop language support in just six weeks is amazing. We would recommend companies in small work environments and markets to explore the possibilities of using artificial intelligence and such platforms.

– Aleksandra Brdar Turk, *Director Banking Operations at Nova KBM d.d.*



See how Kore.ai can drive transformation for your organization.

Talk to Us!



Orlando | Hyderabad | London | Tokyo | Seoul

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