incedo

Generative AI-enabled Command Center for Customer Operations of a US Bank

Key Challenges

- Repository of 15+ collections dashboards unable to drive clear communication of insights and actionable recos

- Dedicated Analytics team used to get frequent queries from collections executives and personnel

- No differential contact strategy based on potential risk and ability to cure for a given customer

Business Solution

- Gen AI-enabled KPI trees to identify segments with high potential risk

- Gen AI-enabled bivariate profiling and correlation analysis to identify key variables of interest

- Natural Language insights generator that runs on top of underlying database

- Conversational bot to answer specific queries by collection agents

Business Benefits

40%
Improvement in Productivity through pilot implementation

7.5%
Expected Drop in NCL rate for collections portfolio of Personal loan product

R/25/09/2023

Request a Demo