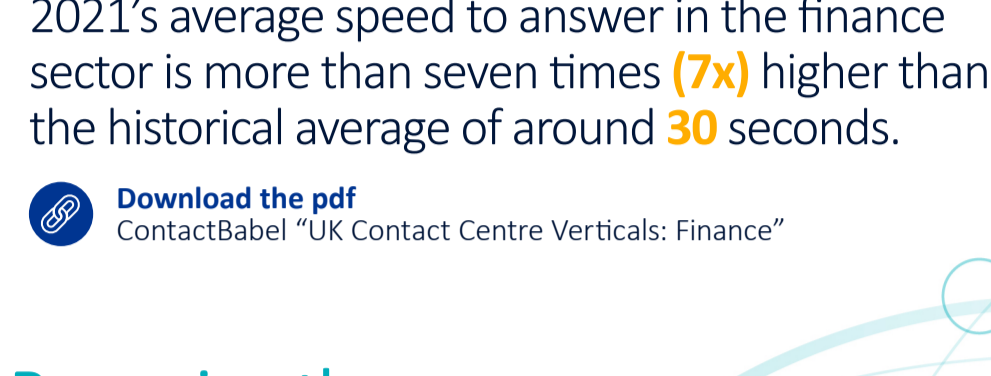
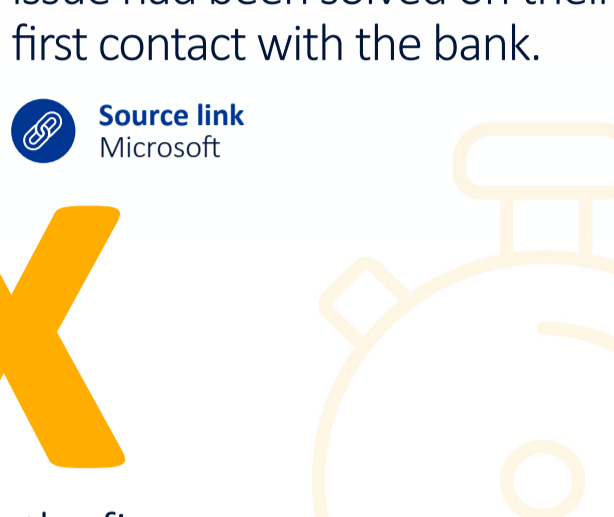


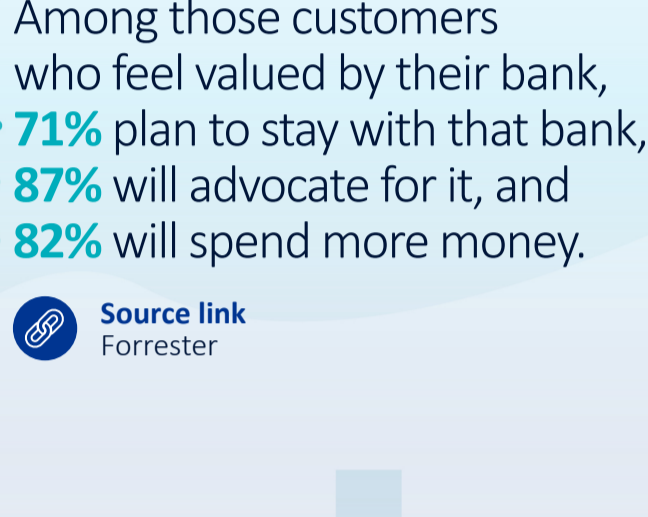
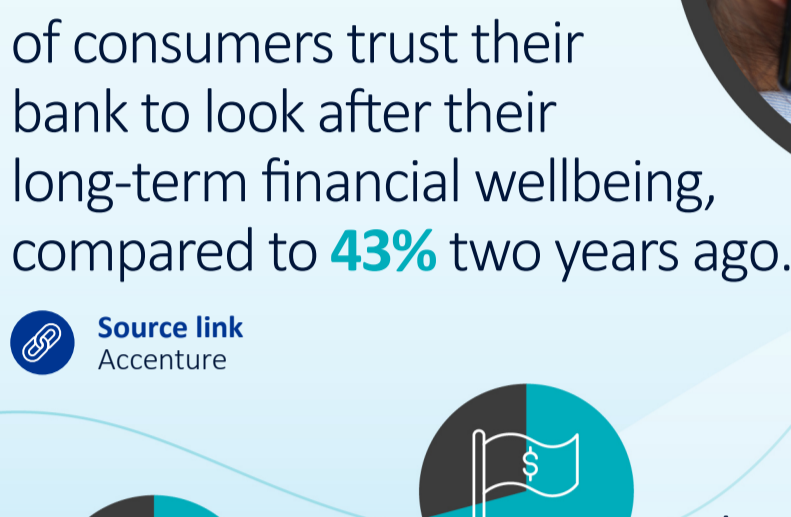
Driving Customer Experience in Financial Services

Can the financial service sector build customer loyalty and restore the trust in financial institutions by making the right investment in **CX solutions** to improve their customer services offerings?

The current state of CX in financial services



Reversing the decline in trust

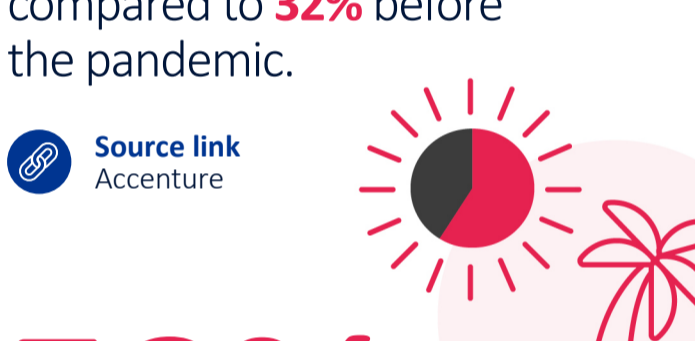
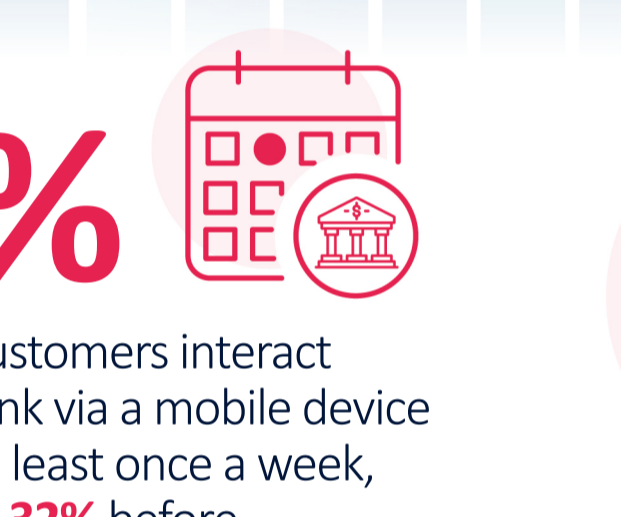


Accelerating digital transformation



Mobile & Online Banking

In the first few months of COVID-19 alone, the use of online and mobile banking channels increased by



Self-Service



Omnichannel Experience



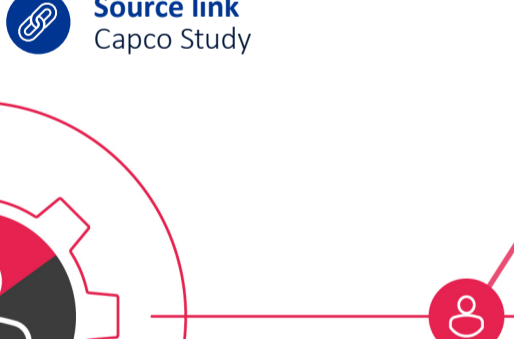
862 Billion

By 2023 chatbots will save banks **862 Billion** working hours.

Chatbots for customer service in banks can cut costs by **£0.60** per interaction.

Source link Juniper Research

Personalised Communication



AI and Automation



Cloud technology



Becoming customer-centric will pave the way to future growth

Secure and reliable customer engagement solutions by Enghouse Interactive help banks and financial institutions to offer seamless, personalised experiences – building customer trust and loyalty.



Need more information?
Download this practical guide to improving CX in financial services!