



YourAnswer's Call Center Virtual Assistant provides:

- Automated 24/7 handling of complex questions
- Highly intelligent conversational capability
- Authentication of callers, including MFA
- Reduced wait times & high customer satisfaction
- Significant call center and support cost savings

Unique Call Center Assistant with Intelligent Conversational Capability

YourAnswer utilizes its proprietary Real Intelligence Engine™ to provide a sophisticated front-end to banking call center operations.

YourAnswer's Call Center Virtual Assistant welcomes a caller, asks the nature of the caller's inquiry and then triages based on whether authentication is required.

YourAnswer is able to engage in complex conversations that are efficient and precise, and equally able to hand over to a live agent where a caller prefers.

Further high levels of security are provided by asking questions such as mother's maiden name, favorite pet's name, or first school name for enhanced verification where appropriate.

To see more, please visit:

www.youranswer.io/call-center-virtual-assistant

