

Banking Sector Use case

Enhancing Internal Banking Operations



Modern banks face a hidden operational crisis: **inefficiency in internal communication**. While customer-facing digital transformation receives significant attention, internal operations continue to be burdened by manual email processing, fragmented knowledge systems, and time-consuming information retrieval processes.

The Internal Banking Communication Challenges



Operational Delays

Routine internal emails, such as policy clarifications or IT troubleshooting, often queue for hours or days, slowing down critical back-office tasks and inter-departmental coordination.



Compliance and Audit Risks

Inconsistent internal communications can lead to procedural errors, thereby increasing exposure to internal audits and regulatory standards, such as GDPR or internal banking policies.



High Administrative Costs

The manual handling of repetitive inquiries diverts skilled staff from their core duties, inflating operational expenses and limiting scalability.



Knowledge Inconsistencies

Employees may receive varying answers to the same query, leading to process errors, such as compliance checks or system troubleshooting.



Siloed Information

Fragmented knowledge across departments hinders the quick resolution of issues, such as app glitches or equipment malfunctions.



Staff Productivity Loss

Repetitive tasks contribute to burnout, with studies showing 30-40% of employee time spent on low-value information searches.

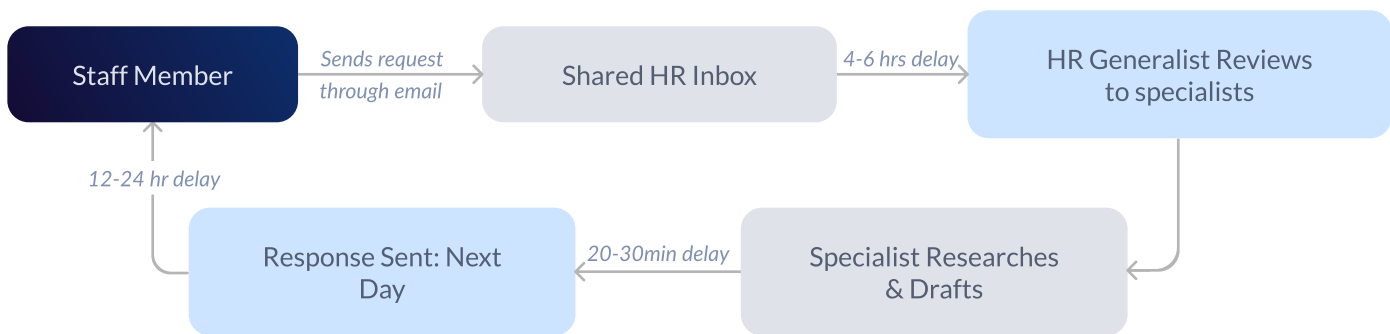
Internal Operational Scenarios Enhanced with Eloquens AI

Eloquens AI addresses the above pain points by automating knowledge retrieval and response generation for low-risk, internal communications, reducing resolution times, and empowering employees. Let's showcase this with some possible scenarios:

Scenario 1: HR Policy Clarification – Streamlining Staff Inquiries

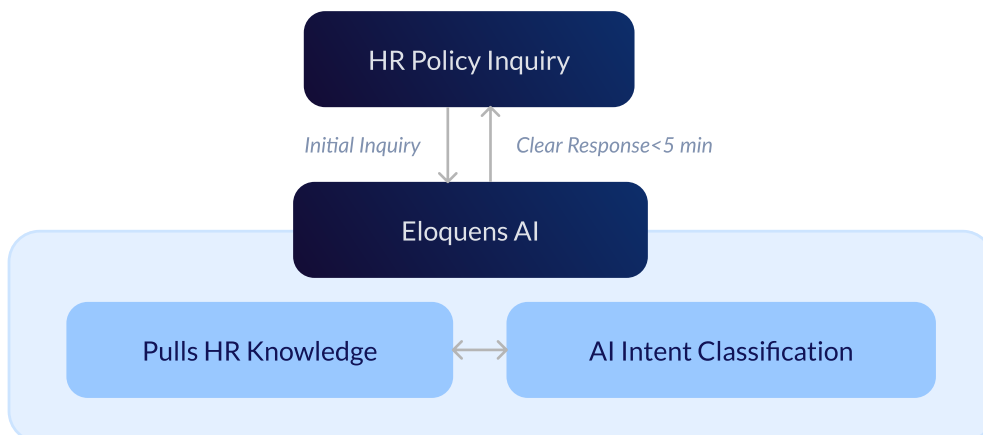
Current Crisis (Before Eloquens AI)

- **Staff Action:** A branch manager emails HR: "What's the updated policy on remote work allowances?"
- **Process:** Emails are queued in a shared inbox (4-6 hours). An HR generalist researches manuals (20-30 min), may consult a senior colleague, and drafts a response. Involves 1-2 staff with risks of inconsistent information.



Eloquens AI Transformation

- **AI Action:** Instantly classifies "HR policy inquiry" (95% accuracy), pulls details from the bank's internal HR knowledge base
- **Response:** Generates a clear, referenced response with policy excerpts—sent in <10 minutes.
- **Escalates** if customization is needed, with context for HR staff.



Real Impacts: 95% faster responses; 70% labor cost reduction per inquiry; improved compliance consistency, reducing internal errors.

Scenario 2: General Operational Procedure Inquiry – Boosting Daily Efficiency

Current Crisis (Before Eloquens AI)	Eloquens AI Transformation
✖ Staff Action: A back-office clerk emails training: "Steps for end-of-day reconciliation?" ✖ Process: Queues for 4-6 hours. A trainer consults guides (15-25 min) and drafts responses. This involves one staff member and slows down daily workflows.	✔ AI Action: AI identifies "procedure inquiry" intent, pulls steps from the operational knowledge base, ✔ Response: and sends a detailed guide in <10 minutes. ✔ Escalates training needs to supervisors.

Real Impacts: 80% faster resolutions; productivity gain in back-office tasks.

Eloquens AI Stakeholder Mapping: Internal Success

This mapping focuses on internal stakeholders, their roles, and how Eloquens AI delivers value through administrative efficiency and knowledge consistency.

Actor/ Stakeholder	Type	Role & Responsibilities	Success with Eloquens AI
Bank Employees (e.g., Tellers, Clerks)	Primary User	Handle daily tasks and seek procedural information via email.	Instant access to accurate info reduces downtime; 24/7 support boosts efficiency.
IT Support Staff	Primary User	Resolve technical issues, provide guidance.	70-85% automation of routine queries; contextual escalations cut resolution time by 40%.
Department Managers	Operational Leadership	Oversee workflows and ensure team productivity.	Dashboards indicate 80% auto-resolution and 30% productivity gains, enabling better resource allocation.
Compliance Officers	Regulatory	Maintain policy adherence and manage internal audits.	100% consistent responses; audit trails reduce internal risks by 50%.

Actor/ Stakeholder	Type	Role & Responsibilities	Success with Eloquens AI
HR Generalists	Supporting	Handle staff inquiries on policies and procedures.	Faster query handling frees time for strategic HR; multilingual support aids diverse teams.
Operations Specialists	Technical Support	Manage back-office processes, troubleshoot equipment.	Quick resolutions minimize disruptions; feedback loops improve knowledge accuracy.
Bank Executives	Executive Leadership	Drive operational efficiency, reduce costs.	Significant cost savings and ROI; supports scalable internal growth without added staff.
Eloquens AI System	System	Process internal emails, classify intents, and generate responses.	95%+ accuracy; continuous learning adapts to bank-specific needs.

Eloquens AI Technology Foundation

- 24/7 Intelligent, Context-Aware Responses:** Processes inquiries instantly, drawing from approved internal sources for accurate, policy-aligned replies.
- Seamless Email Integration:** Connects with Microsoft 365, Google Workspace, and GFI KerioConnect® AI to monitor and automate internal inboxes without disruption.
- Human-in-the-Loop Orchestration:** Enables staff to review or edit drafts, ensuring oversight for nuanced internal matters.
- Customized, Automated Workflows:** Defines rules for routing and escalating emails, prioritizing urgent operational needs.
-  **Grounded, Knowledge-Based Accuracy:** Retrieves info only from verified internal repositories, ensuring consistency and compliance.

友 Multilingual Support at Enterprise Scale: Handles 160+ languages for global teams, maintaining cultural nuance.

Intelligent Routing & Escalation: Categorizes and directs queries to the correct department, automating routine tasks.

Eloquens AI Impact

Efficiency Gains

70-85% reduction in manual handling, freeing staff for core tasks.

Productivity Boost

Employee satisfaction improves with quick resolutions, which in turn reduces burnout.

Cost Savings

60-80% lower operational costs per inquiry, with ROI in months.

Transparency Assurance

Full audit visibility minimizes internal risks.

Scalability

Manages peak internal volumes without additional resources.