

FOR BANKS & CREDIT UNIONS

AI email response

Every email answered in minutes. Every reply still yours to send.

5 min
response time

Eloquens® AI drafts a reply to routine customer emails in five minutes or less, 24/7, in the language the email arrived in; every draft is available for your team's review before it is sent.

How human-in-the-loop works



Draft-mode review is the default path. Full automation (auto-send without review) is an opt-in setting your team configures after training.

What it actually does

Grounded drafts

Generates every reply from your own knowledge base and past email conversations.

Multi-language, 24/7

Drafts in the language of every incoming email, any time of day, across Gmail, Microsoft 365/Outlook, and GFI KerioConnect®.

Escalation routing

Routes emails outside its confidence to the right person on your team, rather than sending an unreliable reply.

Connected mailboxes: your choice, not ours

Eloquens® AI only reads from and drafts replies for the specific mailboxes, aliases, or shared inboxes that an administrator explicitly connects.

Where & how to put Eloquens® AI to work

- 1

Drafting machine: your team sends every reply
Every mailbox starts draft-only. AI replies sit in the Review Gate until your team approves, edits, or regenerates them; full human review before any reply goes out.
- 2

Grounded general-inquiry channel: KB replies, not generic ones
Once draft-only review is running smoothly, roll out to general-inquiry mailboxes. With Grounded Drafts, every reply pulls from your institution's own knowledge base, not the open internet, so responses reflect your policies, not generic AI language.
- 3

Escalation & hand-off: sensitive tone, complaints, privacy
Sensitive-tone or low-confidence emails route to your team instead of being guessed at, covering the scenarios banking guidance designates as human-led: fraud, disputes, hardship, complaints, and complex lending.

Compliance mapping: global baseline

ISO 27001 / SOC 2: vendor security posture Hosting infrastructure is SOC 2 and ISO 27001 compliant.	Partial
Data protection & residency (GDPR + global equivalents) GDPR compliance is supported; US or EU hosting is available at every plan tier.	Capability
Human oversight & accountability (US GLBA/FFIEC, EU DORA, UK FCA/PRA, Singapore MAS TRM, Australia APRA, Canada OSFI) Every AI-drafted reply is routed for review by default; auto-send is opt-in after a supervised trial period, with escalation for uncertain cases.	Capability

Deployment & licensing notes

- US and EU hosting instances are available at every plan tier. Select the region your institution needs.
- It integrates natively with GFI KerioConnect®.
- A Custom plan is available on request for tailored features, storage, and usage requirements.

Ready to get started?

Request a free trial at eloquens.ai or email ella.quinn@eloquens.ai.