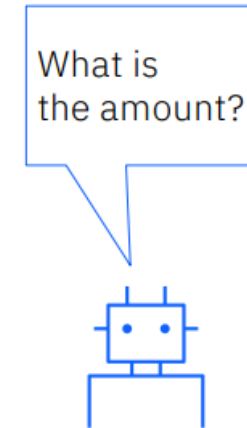
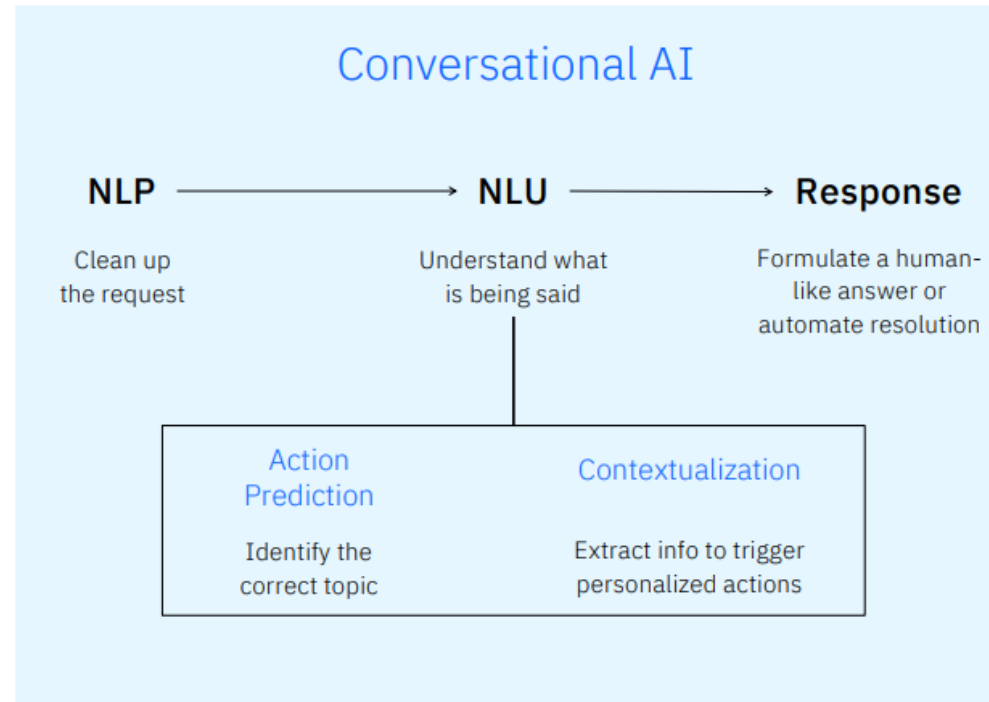


# Intel Assist

Powered by watsonx Assistant

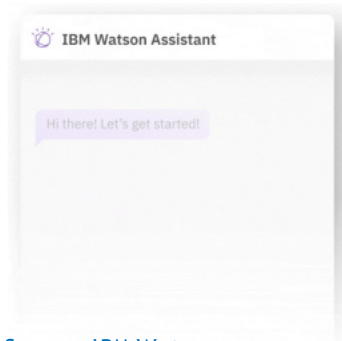
# What is Conversational AI?



Source: IBM Watsonx

# Why Watson Assistant?

Why Watson Assistant?



Source: IBM Watsonx

Pays for itself

370%

Less than 6 months for payback on investment and delivers 370% in ROI according to the [Forrester TEI report](#). →

FORRESTER

More accurate

14.7%

Proven up to 14.7% more accurate than competitive solutions in a recent [published study](#) → on machine learning.

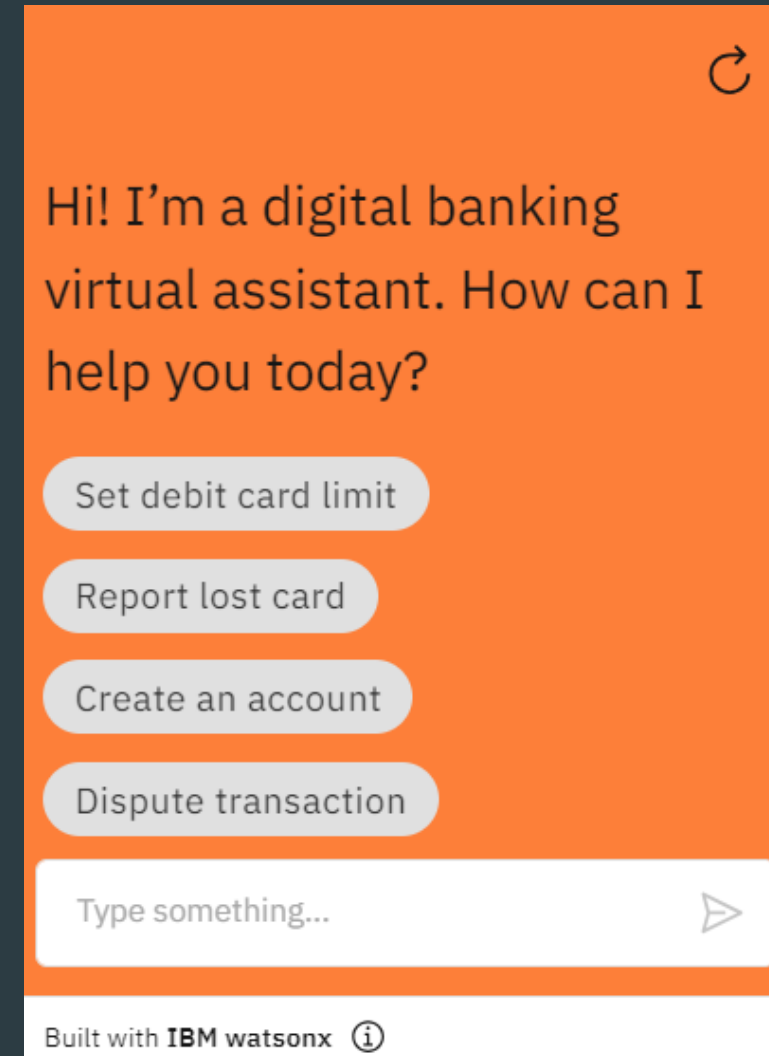
Trusted

1,000+

Proven, trusted and reliable partner with over 1,000 client deployments across every industry.

# IntelAssist

- ▶ AI powered customer assistance with IntelAssist
  - ▶ Simplify customer assistance
  - ▶ Available 24/7
  - ▶ AI powered conversational assistant
  - ▶ Save costs
  - ▶ No code authoring for new customer queries in mins
  - ▶ Integration with multiple communication channels and backend enterprise applications



# Dispute Transaction

- ▶ Rejects fraudulent or inaccurate charges on your credit card statement
- ▶ For Customer
  - ▶ Dispute charges assisted with conversational AI
  - ▶ Confirm details of disputed transaction
  - ▶ Reduced resolution time
  - ▶ Support delegated actions
- ▶ For Bank Employee
  - ▶ Classify dispute
  - ▶ Transaction data at the fingertip
  - ▶ Resolution assistance
  - ▶ Suspect flagging

The image displays four sequential screenshots of the IntelAssist Banking Assistant chat interface, illustrating the dispute transaction process for a customer.

- Screenshot 1:** The chat starts with a "Dispute transaction" button. The assistant asks, "Of Course, I'd be happy to assist you. Can you please provide me details about the transaction to proceed ahead?" with "Yes" and "No" buttons. The user selects "Yes". The assistant then asks, "What type of dispute you want to raise?" with a dropdown menu showing "Transaction pending" and a "Transaction pending" button. The user selects "Transaction pending".
- Screenshot 2:** The assistant asks, "Please select your account number to proceed" and provides three options: "98765432123434", "908765431234", and "123456789009". The user selects "98765432123434". The assistant then asks, "When did your disputed transaction happen?" with buttons for "Less than 3 days" and "More than 3 days". The user selects "Less than 3 days". The assistant then asks, "Please select the disputed transaction id" and provides three options: "98765432", "12345569", and "34556777". The user selects "98765432".
- Screenshot 3:** The assistant asks, "Please confirm if you want to raise a dispute for transaction id 98765432? in account 98765432123434" with "Yes" and "No" buttons. The user selects "Yes". The assistant then displays the transaction details: "Transaction associated with 98765432 is - Amount - 10000, Date - 12/02/2023, Account Number - 98765432123434". The assistant asks, "Can you please confirm the transaction details?" with a "Yes" button. The user selects "Yes".
- Screenshot 4:** The assistant confirms, "Your complaint has been registered successfully! Please check your email to get a confirmation. Resolution to your complain will be provided in 10-15 working days. Do you wish to raise a dispute for any other transaction?" with "Yes" and "No" buttons. The user selects "Yes".

Each screenshot shows the chat interface with a home icon, a refresh icon, and a "Built with IBM watsonx" footer.

# Report lost card

- ▶ Easily report and block a lost credit card
- ▶ Order a replacement card
- ▶ Report any suspicious transactions on the lost card
- ▶ Authenticate users via OTP

IntelAssist Banking Assistant

**Report lost card**

Hi, don't worry. I can help you to block your card, and can even send a replacement. To report your lost card, we will first need to authenticate you.

Please enter the **email address** associated with your account.

johndoe@gmail.com

We have sent you an four digit OTP to your registered mobile number \*\*\*\*\*681. Please enter your **six-digit OTP**.

121212

Thanks! We found you in our system. There are two cards associated with your account.

a) XXXX-XXXX-XXXX-4123

Type something...

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IntelAssist Banking Assistant

Which card would you like to report lost?

XXXX-XXXX-XXXX-4123

XXXX-XXXX-XXXX-5123 No

XXXX-XXXX-XXXX-4123

Since your card XXXX-XXXX-XXXX-4123 is lost, it is highly recommended that the card is blocked. Please confirm if you would like to block card ending with XXXX-XXXX-XXXX-4123.

Yes No

Yes

It's safe to say that this assistant has saved the day. Your card XXXX-XXXX-XXXX-4123 is successfully blocked. Would you like to order a replacement card?

Type something...

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IntelAssist Banking Assistant

It's safe to say that this assistant has saved the day. Your card XXXX-XXXX-XXXX-4123 is successfully blocked. Would you like to order a new replacement card?

Yes No

Yes

Great! I have sent you an email with the instructions for ordering a replacement for the card. PS - Just a secret between us, use the coupon code **WATSONX** to get a 50% discount.

Also, I can list down recent transactions done on the card. If you see anything suspicious, you can raise a transaction dispute. Would you like me to continue further?

Yes No

Type something...

Built with IBM watsonx ⓘ

# Set Spending Limits

- ▶ Update banking card spending limits quickly and easily
- ▶ One place to set the limit for both debit and credit cards
- ▶ OTP authentication

IntelAssist Banking Assistant

Set debit card limit

Certainly! To proceed, I need to verify your identity. Can you confirm your linked Email ID or Phone Number?

Email Id Phone Number

Phone Number

Enter your phone number below.

8988909892

An OTP has been sent to your registered mobile number. Enter OTP

[type something...]

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IntelAssist Banking Assistant

Enter OTP

123456

Which Debit Card would you like to set a limit for?

5555 5555 5555 4444

4012 8888 8888 1881

5555 5555 5555 4444

Before, we proceed, would you like to know your current debit card limit?

Yes No

[type something...]

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IntelAssist Banking Assistant

Yes

Current Limit: 25,000\$

Please enter your new debit card limit.

10,000\$ 25,000\$ 50,000\$

100,000\$

50,000\$

Just Confirming, you have opted to set the new Debit Card limit for:  
Card Number: 5555 5555 5555 4444.  
Old Limit: 25,000\$  
New Limit: 50,000\$

Is this correct?

[type something...]

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IntelAssist Banking Assistant

Just Confirming, you have opted to set the new Debit Card limit for:  
Card Number: 5555 5555 5555 4444.  
Old Limit: 25,000\$  
New Limit: 50,000\$

Is this correct?

Yes No

Yes

Thanks for confirming! Your Debit Card limit has been updated successfully!. Thank you for using the assistant.

[type something...]

Built with IBM watsonx





# THANK YOU