BoC FINTECH HACKATHON 5.0

TID21 – Smart Queue

Sergei Giniatulin

Jianlin Ye

LOMONOSOV MOSCOW STATE UNIVERSITY

University of Cyprus
Department of Computer Science

Problems

Have you waited outside a bank for your turn and then walked away **Disappointed**?

The **Length** of the Queue…

The time spent **Waiting** in **Line** …

…

Mission

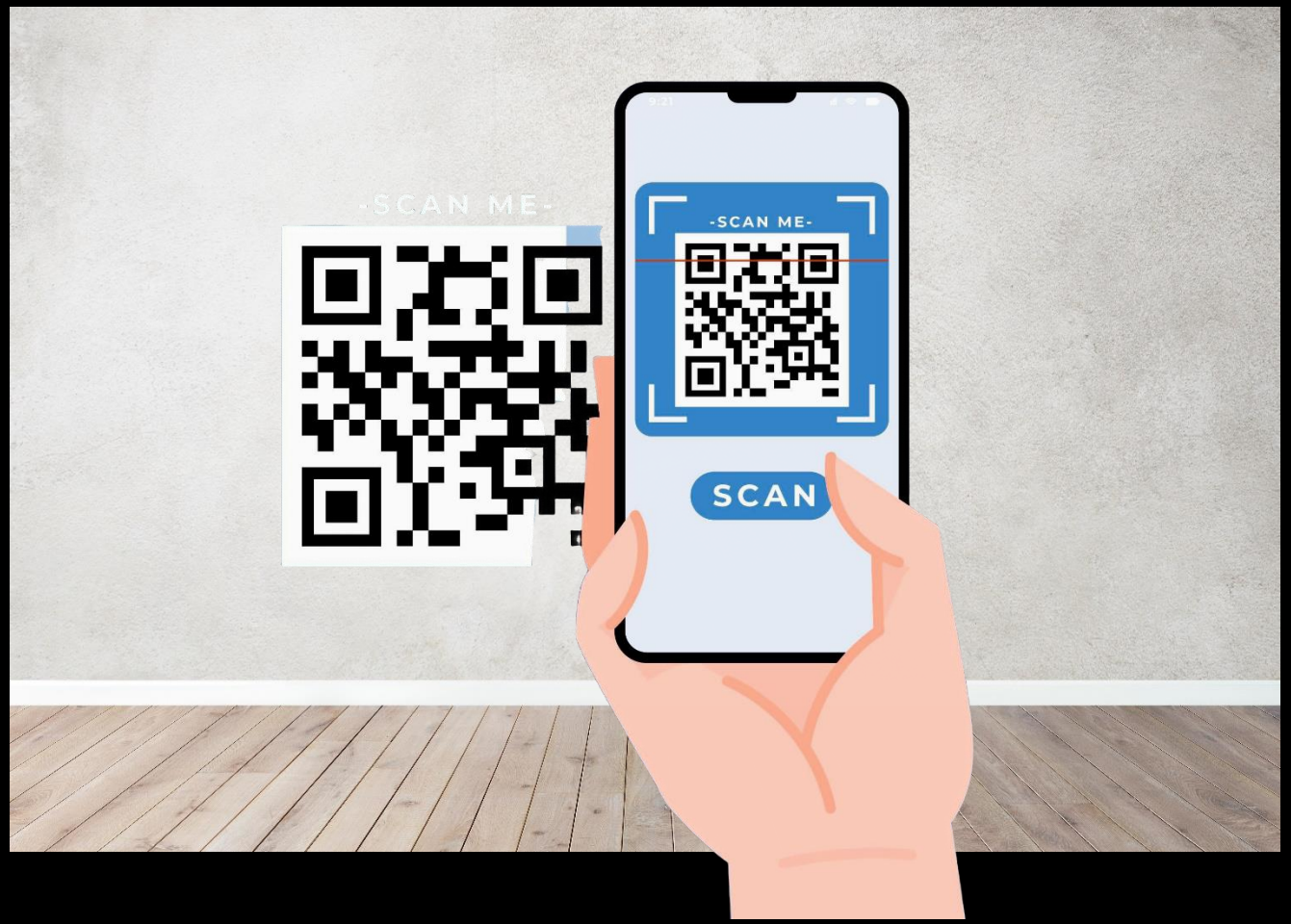
Our mission is to modernize branch journeys, enhance **Customer Experience**, and enable clients to **Adapt** to new technologies and virtual business models opening up new opportunities for growth.

Story 1: Grandma pays her utility bills

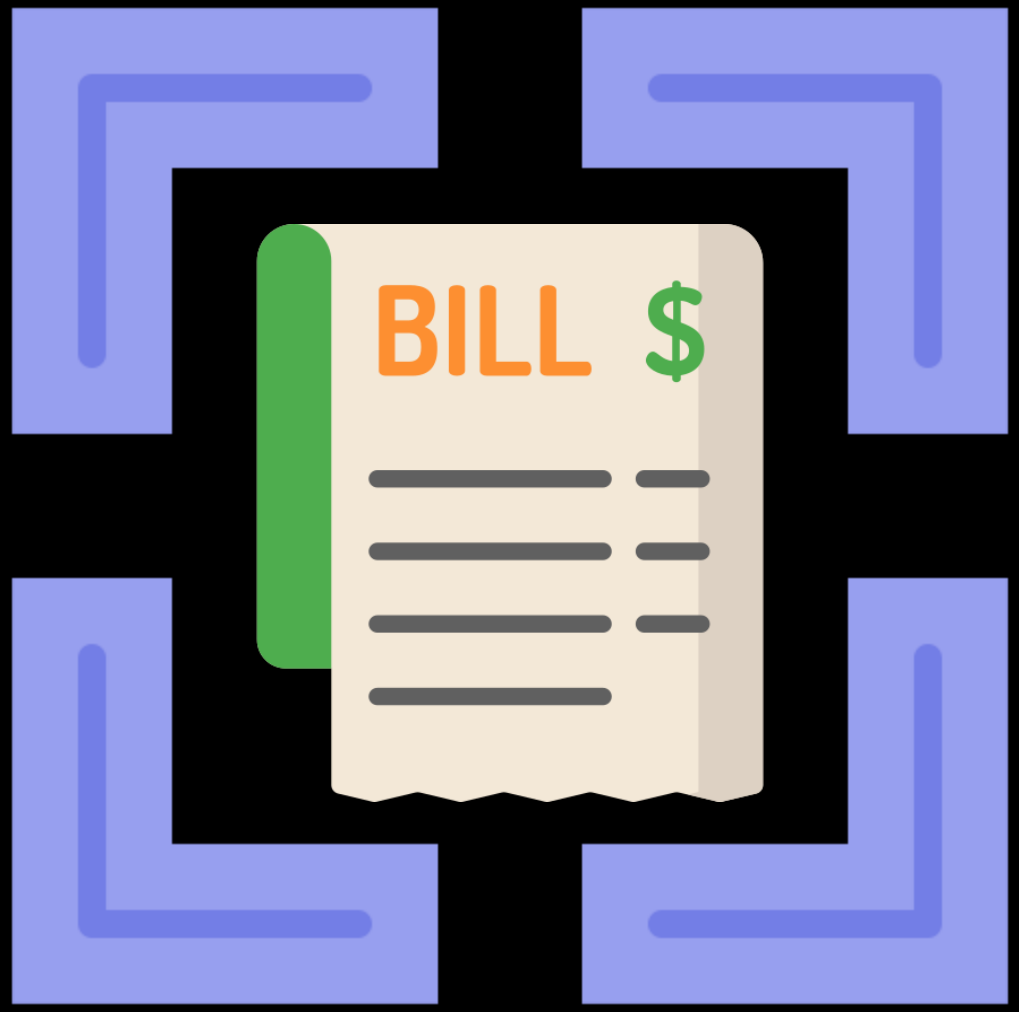
Grandma prefers to pay her bills at the bank

And ... There's a queue of people in the bank

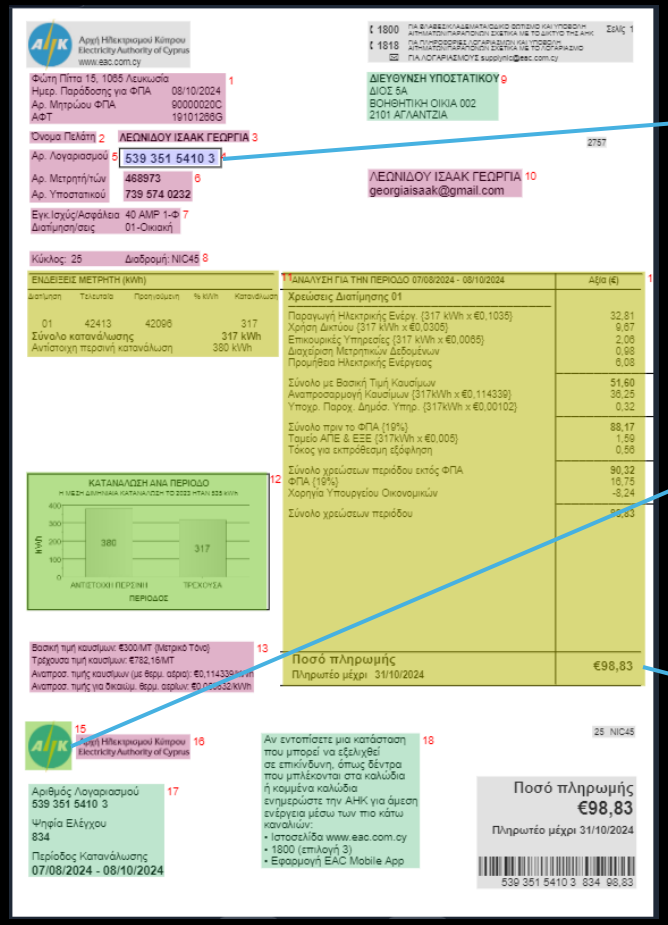
She saw a QR code on the wall...

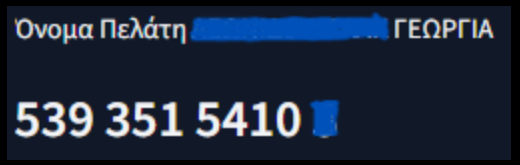


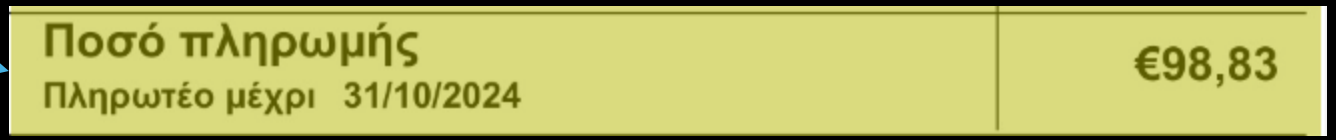
Describe her request in Natural Language



OCR Server will Extract the payment Information







Confirm the payment and she can go home

Digital Receipt has sent to her email

https://sandbox.bankofcyprus.com/sandbox/payment

Bank of Cyprus

Authorize Utility Payment

From

CURRENT	Account Number	Available	Balance	
ANDREAS MICHAEL	**351012345671|EUR**	**50000,00**	**50000,00**	change

To Utilities

Authority/Organization
EPIC

Payment Information

Execution Date		Value Date	
20/10/2024		**20/10/2024**	
Bill Number	**Check Digit**	**Amount**	**Amount Check Digit**
123456	**8**	**30,00 EUR**	**8**

Disclaimer

1. Please be informed that the final execution date may differ from the selected execution date in cases where the transaction cannot be executed on that selected execution date due to technical, financial and/or other reasons.
2. Transfers submitted on business days before the applicable cut-off time will be considered to have been received by the Bank on that day. Transfers submitted after the applicable cut-off time or on non-business days will be considered to have been received on the following business day.
3. For Transfers with the same day value please contact your servicing branch for information regarding cut-off times applicable for each currency.
4. Transfers to Other Banks are allowed provided that these fall within the customers normal business. For compliance and legal reasons, for Transfers to Other Banks over EUR 50.000, it is mandatory to submit the relevant supporting documentation. Non submission of such documents, may result in a delay in execution or no execution.
5. For Transfers to Other Banks, depending on the currency and destination, different intermediary banks may be used. These banks, may deduct part of the transfer amount as commission, which Bank of Cyprus cannot estimate upfront.
6. For IBAN converter tool please click here

35%

Reduction in customer **waiting times**

30%

Reduction in **operational cost**

70%

Transactions moved to **Online Self Service**

23%

Increase in **customer satisfaction**

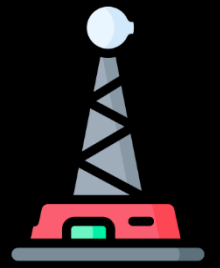
Digital **Transformation** services for a wide range of industries

Bank

Retail

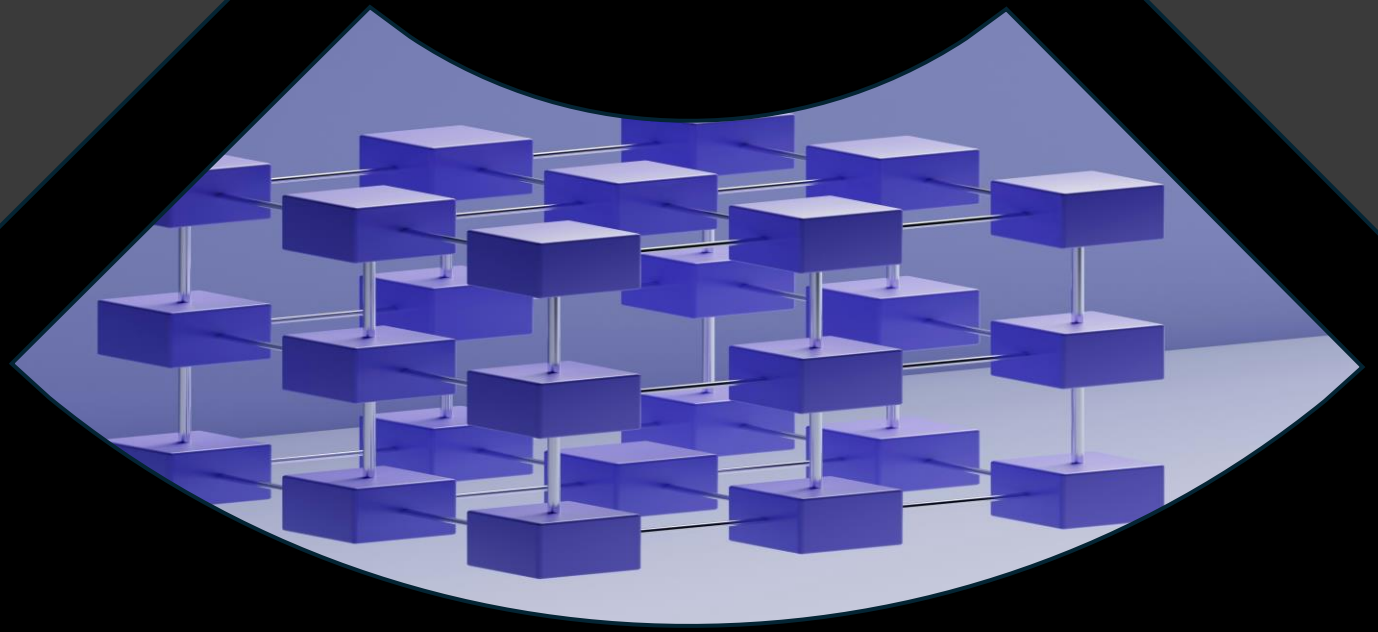
Government

Health Care



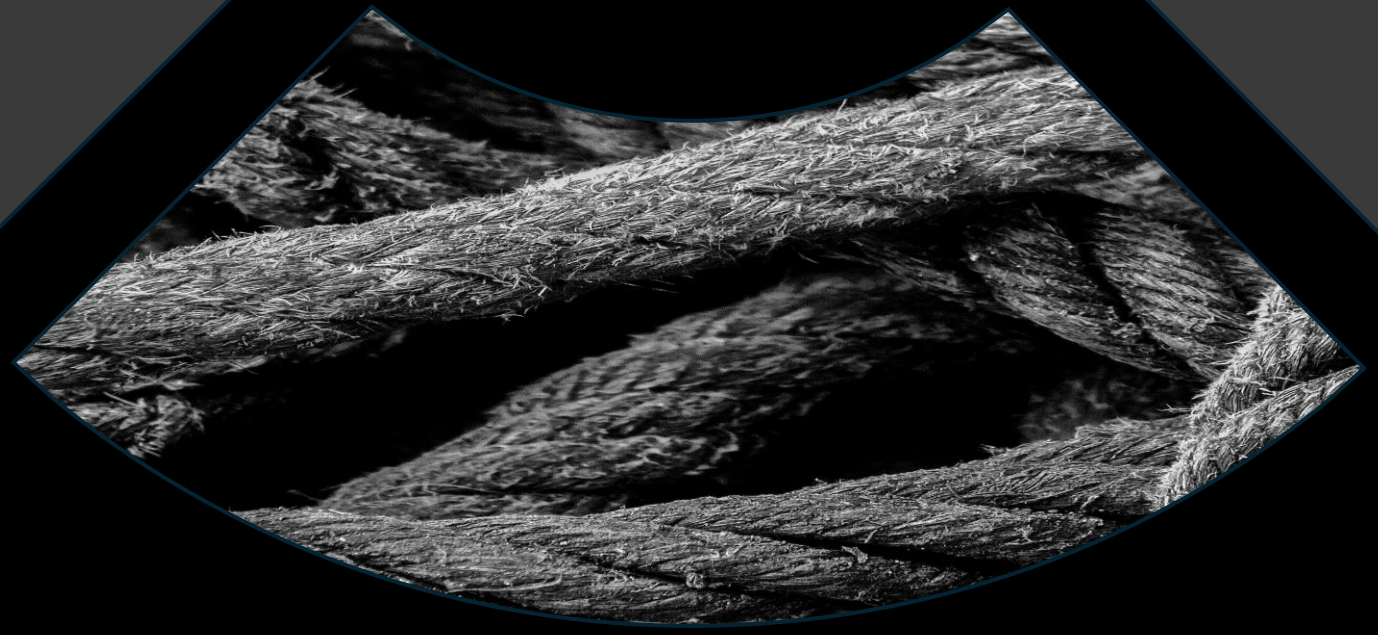
Telecom

Scalability



Can easily create new functionalities based on the existing code.

Reliability



RAG model is used to answer the questions, so the answers are trustworthy, and the bank can control the quality of answers.

Security

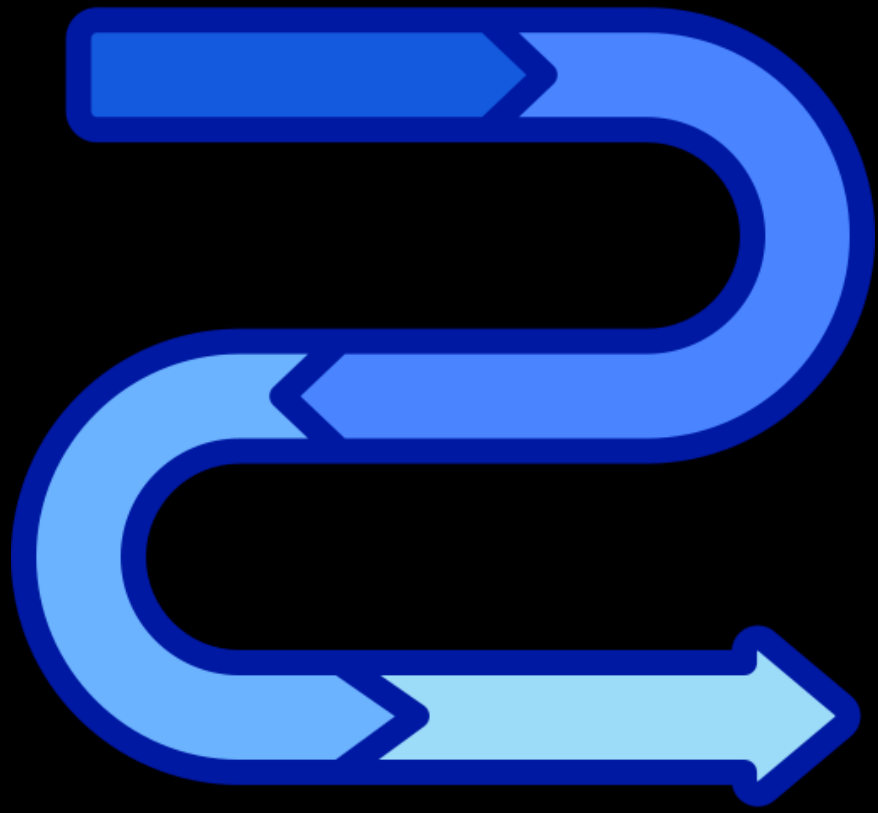
Open-Source LLM and CV models are running on the bank's own servers, so the data is private and secure.

Cost-effective

The bank doesn't need to pay for the cloud services, because all the models are running on the bank's own servers.

Our Journey in BoC Hackathon 5.0

Friday
kickoff meeting with suggestions from mentors

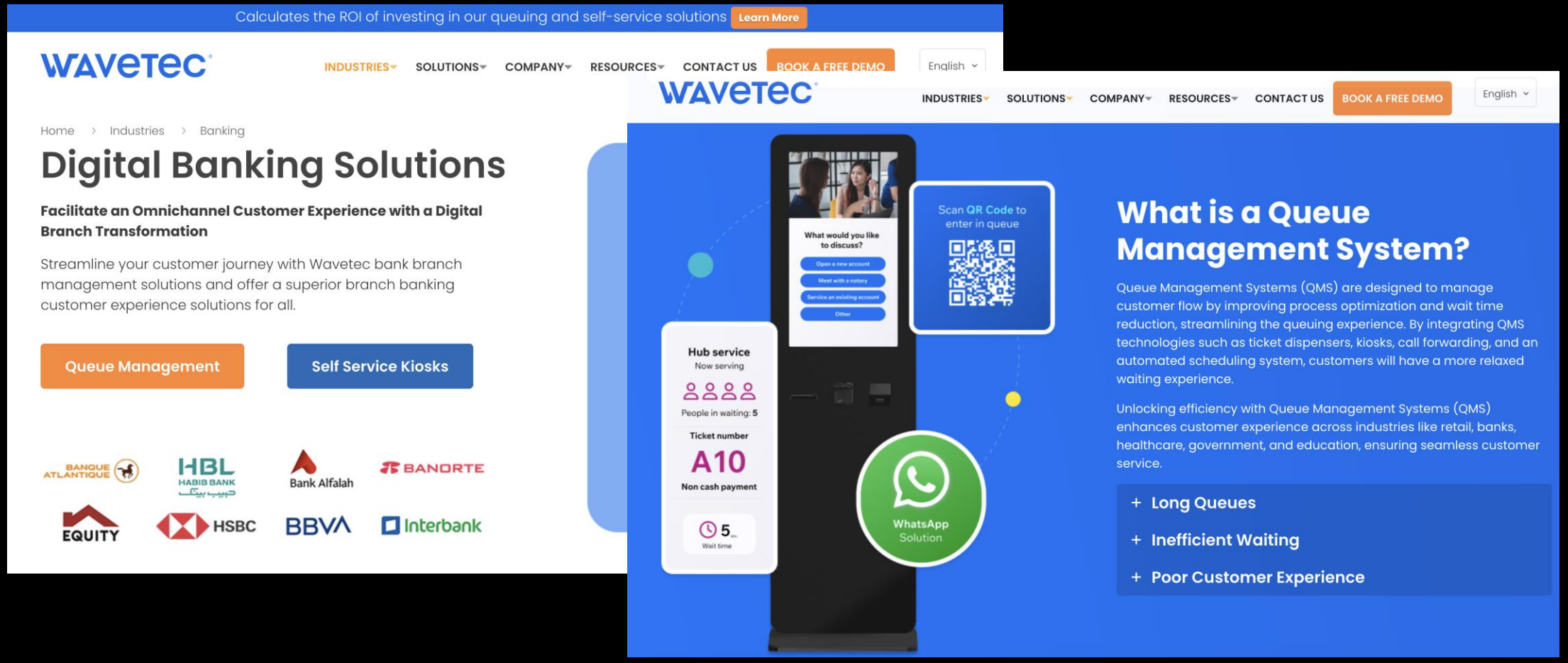


Saturday
We started to implement our ideas with the help of mentors

Sunday
Continue coding and prepare for the pitch

References

[1] https://www.wavetec.com/#customer-experience-solutions



Meme for Today

History:

```
You: Hi. I want to open bank account
Server: This is not request for the bill
payment. Please wait your order in the
queue.
```

Send a message: