

## Enabling Customer Self-Service at Speed and Scale with a Cloud-Native Chatbot for a Leading UK Bank

Contino built a scalable cloud-native platform on Azure, on which we enabled a chatbot to serve **8 million mobile banking customers**.

Using sentiment analysis, the chatbot directs users to the appropriate department **so they can get answers faster and easier than before**.

### Immediate and Significant Business-Wide Benefits

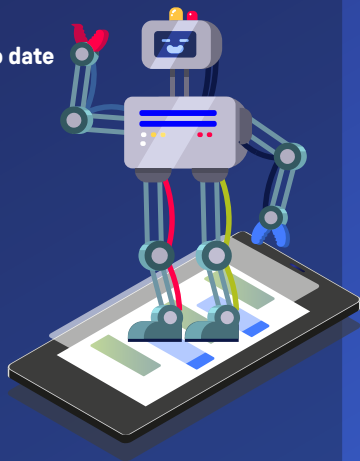
**616,750**

chatbot conversations to date

Average of

**14,000**

conversations per day



**33% faster**  
customer response time

**50%**

**reduction in running costs**  
after just one week

### Automatically Scaled to Meet Surge in Customer Demand

In light of current events, the chatbot has proved **critical** in coping with a surge in customer demand

Scaled to respond to a

**180%**

**increase in traffic**



Almost

**50%**

**of cases resolved with chatbot**, avoiding time-consuming calls with agents

### Chatbot data

used to tailor support to real-time customer needs



All of this has reduced pressure on the bank's call centres, freeing up time to respond to urgent customer needs and enabling all customers to get the ongoing support they need