Banking and Innovation

- Technical functions will make or break the industry of tomorrow
- Open-source driven innovation... In banking?
    - Kickstart new projects seamlessly
    - Identify opportunities for cooperation
    - Easily onboard new team members

Banking and Innovation

- Why is knowledge diffusion currently clunky?
    - Teams built in silo across space and activity
    - Documentation: unsufficient and uncentralized
    - (Think we need a third point here to balance the slide)
- We believe that Symphony can help smooth out these pain points

Project [BotName] - Principles

1. Embed Symphony chats in each documentation page of the bank to power communication with the Support team

2. Got a question? Our bot will curate Wiki pages and Support members that may help you

3. Listen to these Sympony-powered chats to help Support track queries and write documentation

(Drawing of the workflow + explanations on DocToVec)

Project [BotName] - A day in the life of a typical chat

- Show the embedded chat (?)

- Show a chat with the recommender bot

- Show a "pls bot list my queries" page with navigation to chat

Conclusion

- Innovation: knowledge-intensive process

- Project [BotName]: Symphony can be instrumental in curating and sharing this knowledge

- Shift from a culture of secrecy to a culture of sharing and collaboration

- Questions?