



# Voice Banking – Talk your values!

HackZurich, 15-17 September 2017



# 1 Who we are

# Facts & Figures



**Third-largest banking group in Switzerland**

270 Cooperatives,  
977 branches



**Leader in  
retail banking**

3,7 Mio Swiss clients

**1899**

**Founded in  
1899**

Friedrich Wilhelm  
Raiffeisen

# Our Principles



## Cooperative

1.8 million cooperatives  
(co-owners of their  
Raiffeisenbank)



## Proximity

Customers appreciate  
the proximity and  
trustworthiness of  
Raiffeisen



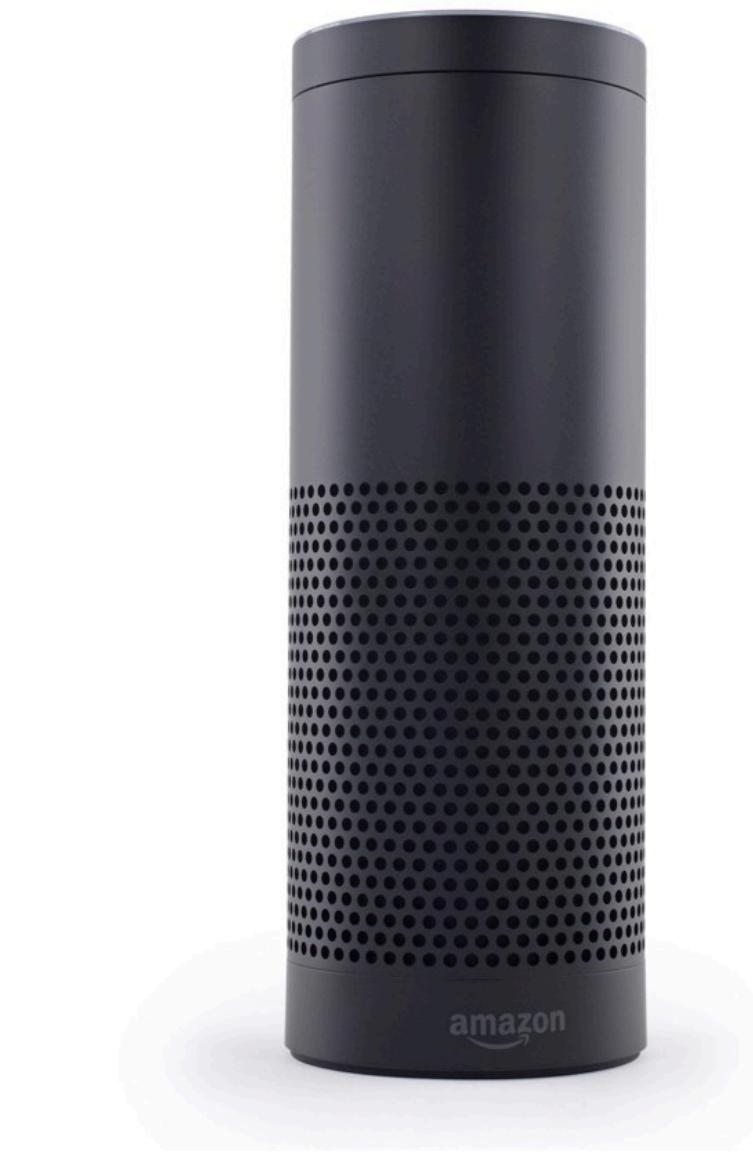
## Companion

We want to be a reliable  
partner for our  
customers in all stations  
of his life

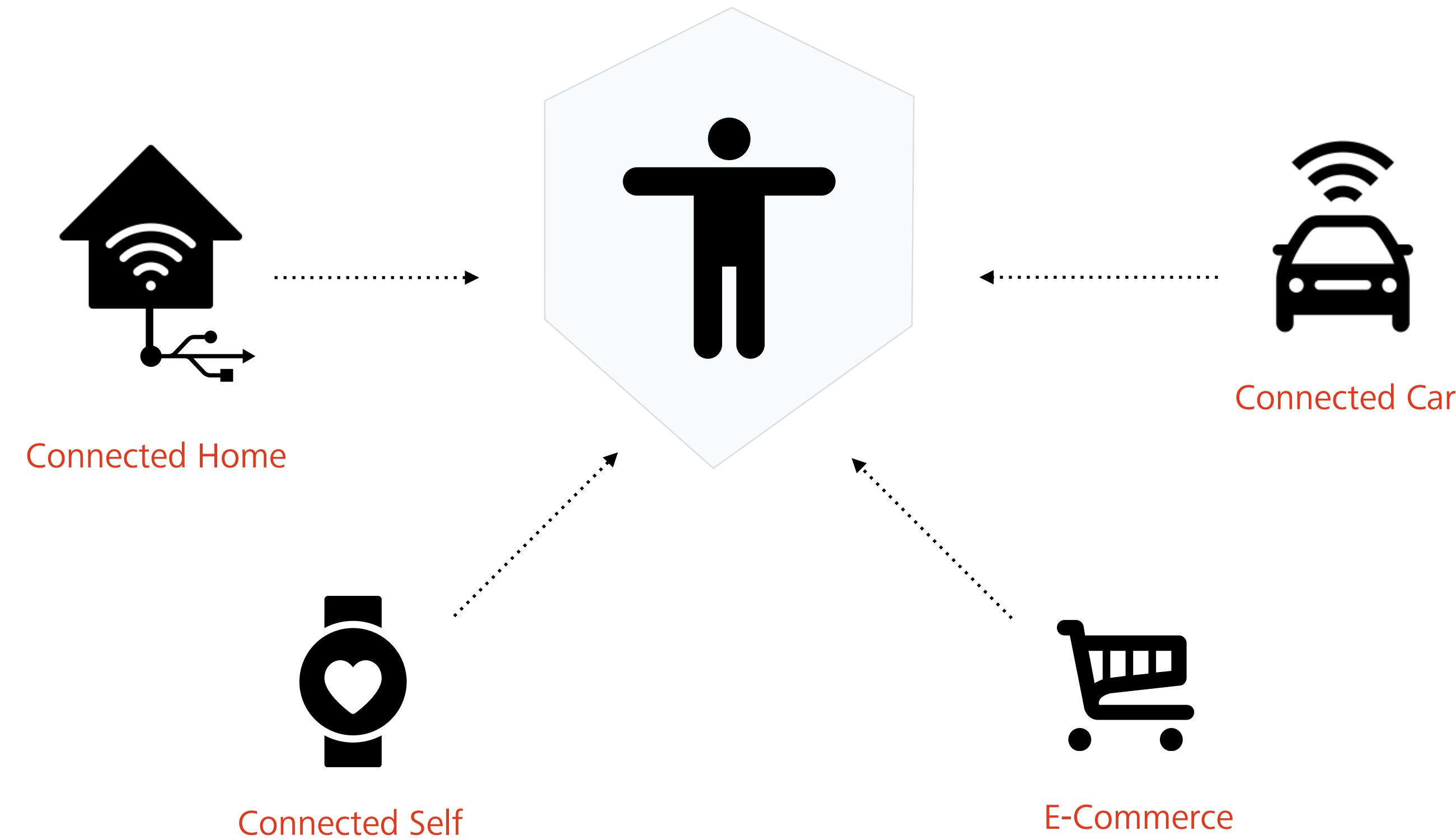
## 2 Why Voice?

# Micro-Trend «Voice Assistants»

- Increasing spread of smart assistants and voice applications (**11% of US households** since launch in 06/2015)
- **20% of Google's Android mobile search queries** are generated by voice input
- «Voice» could be the **UI of the future** due to its intuitive nature

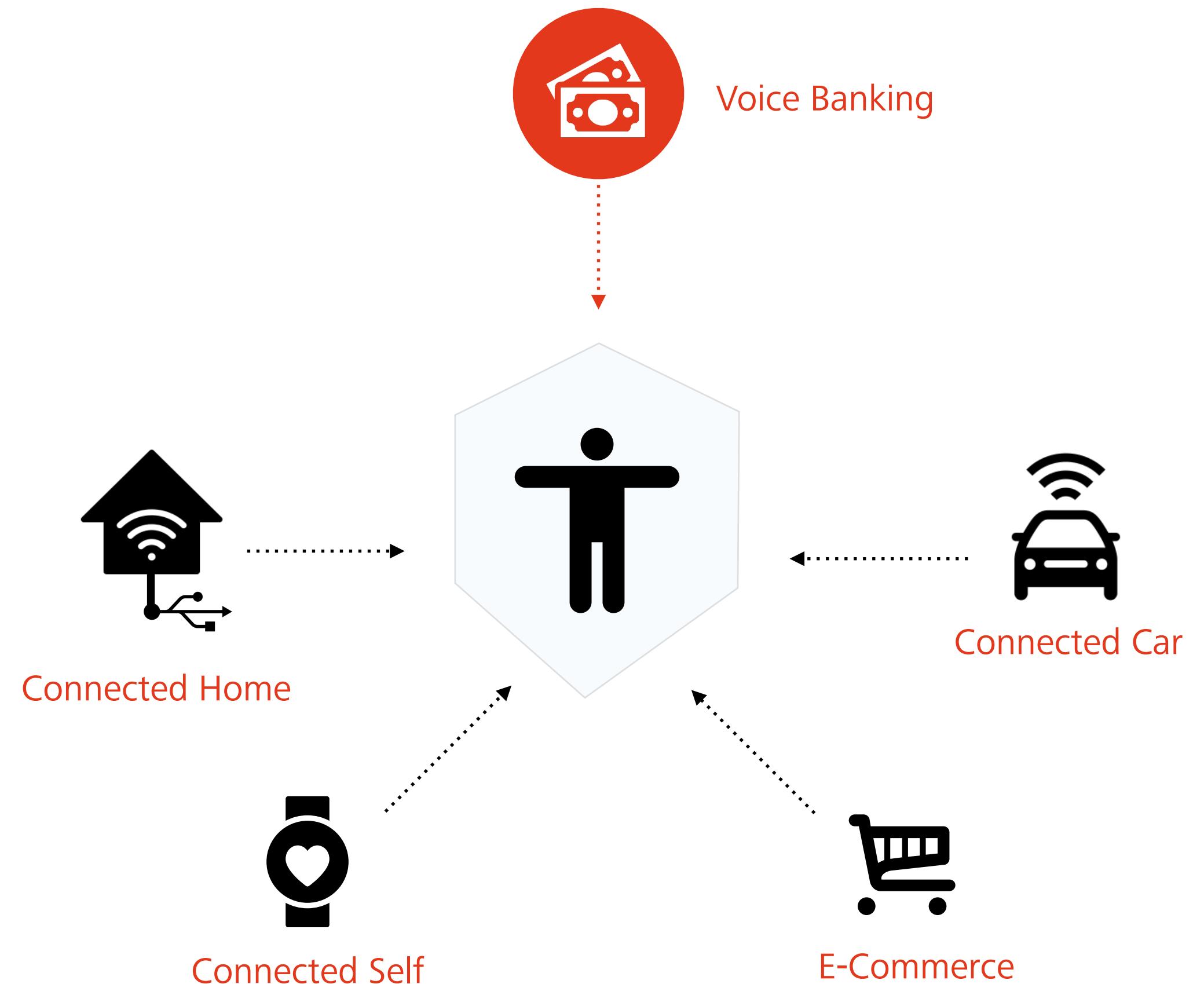


# Megatrend «Connectivity»



# Voice Banking

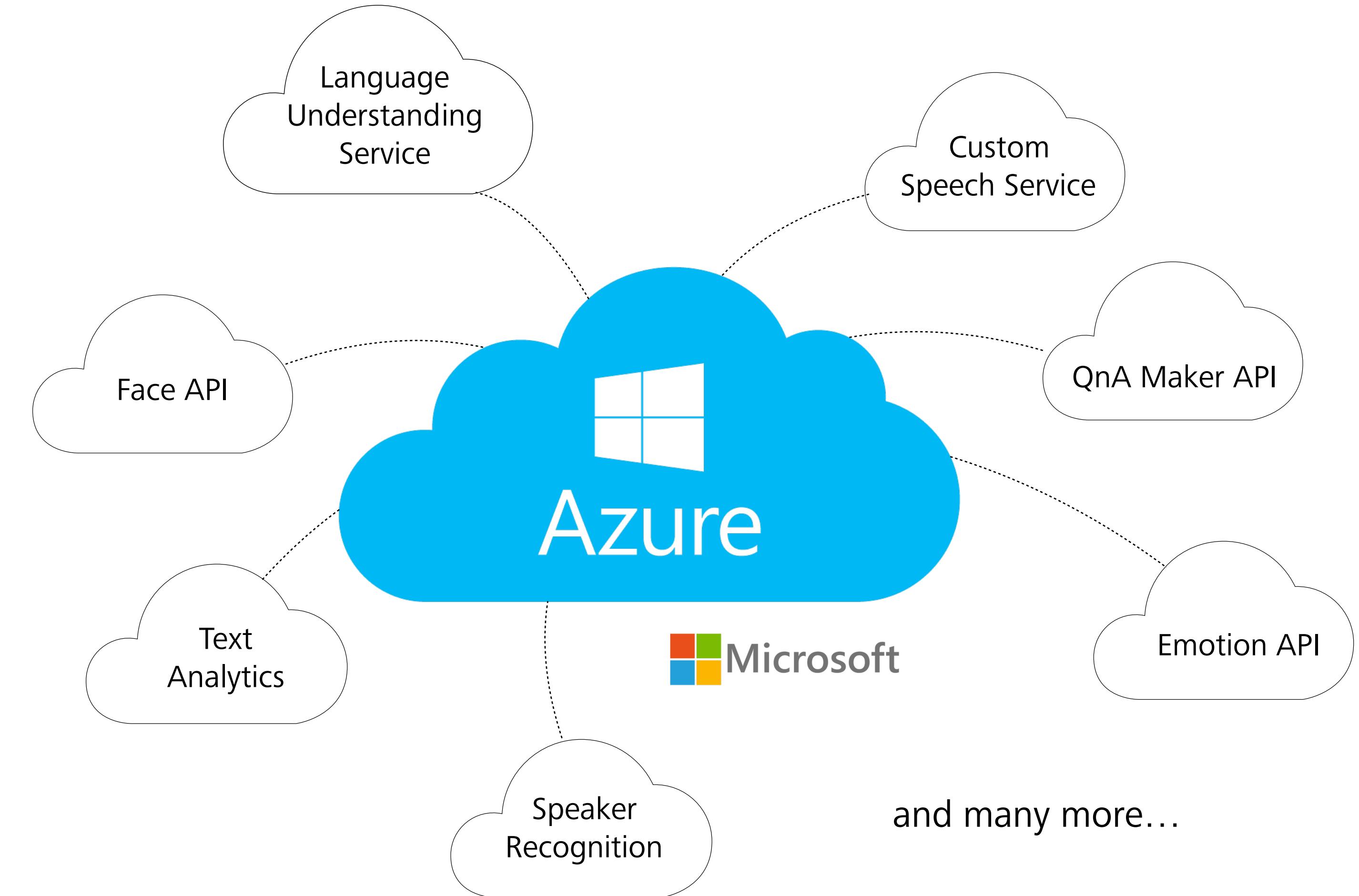
With a Voice Banking App on a smart assistant we can be part of the **physical and connected** world (IoT) of our clients.



### 3 What we offer

# Microsoft Azure APIs

- **Full access to all Microsoft Azure Cognitive Services**
- **Vouchers available at our desk!**



# Raiffeisen APIs

- Mortgage Affordability Calculation API
- Categorized Financial User Transactions API

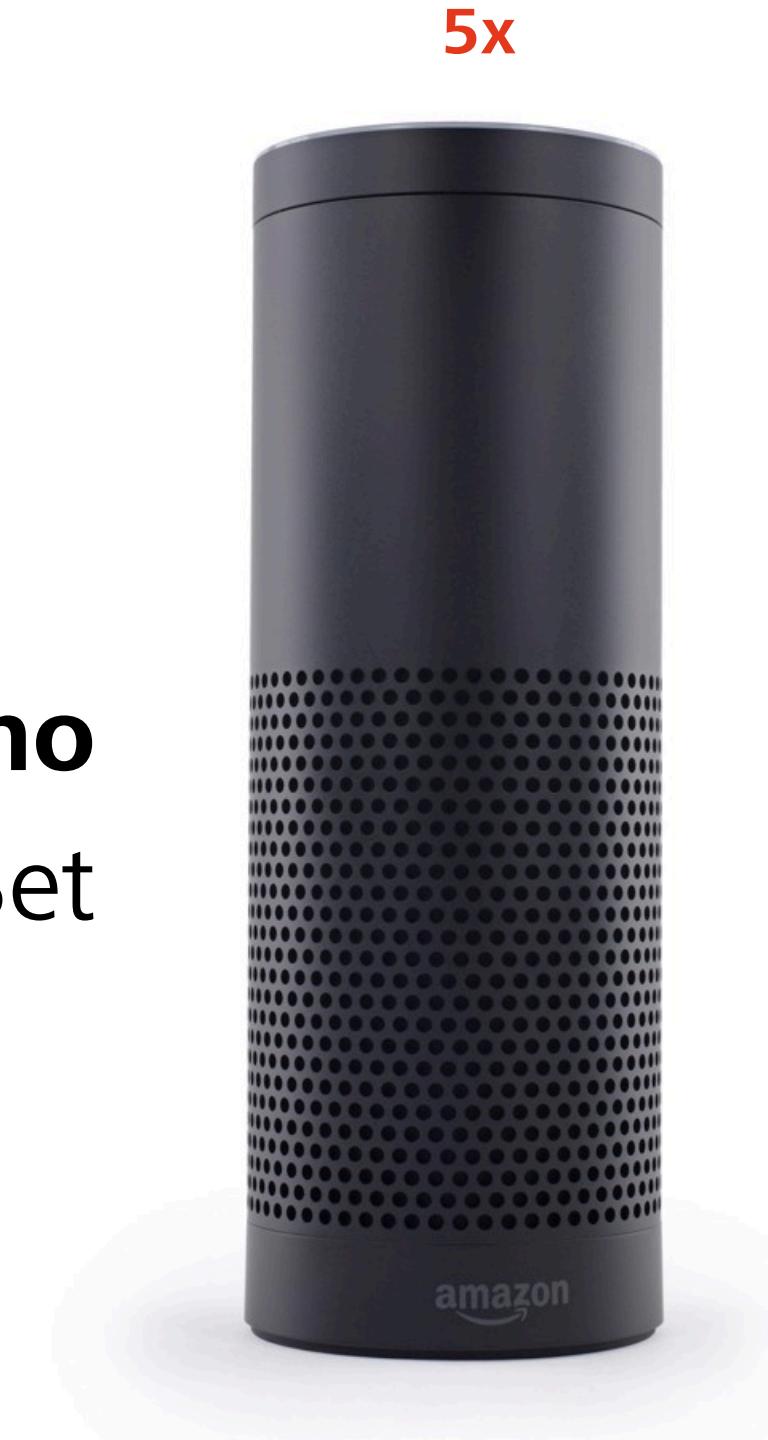


## GitHub

[https://github.com/riticulus/RCH\\_Hackathon](https://github.com/riticulus/RCH_Hackathon)

# Test Devices

**Amazon Echo**  
Alexa Skill Set



**Google Home**  
API.ai



# Support at the Raiffeisen booth 1/3



**Stefan Jeker**  
Head of RAI Lab



**Stefan Broder**  
Unit Leader Digital  
Channels



**Stevan Dronjak**  
Team Leader  
Web Application Security

# Support at the Raiffeisen booth 2/3



**Mikhail Chatillon**  
Technical Evangelist  
Microsoft Switzerland  
(at the Microsoft booth)



**Heinz Ledermann**  
Software Engineer



**Thomas Scheifele**  
Software Engineer

# Support at the Raiffeisen booth 3/3



**Luis-Eduardo Ernst**  
New Business Innovator  
RAI Lab



**Jonas Rüttimann**  
Senior Developer

# Energizers



**Club Mate**  
**(All you can drink)**

# 4 What we are looking for

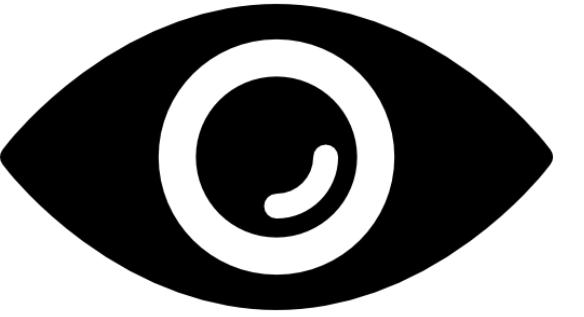
# What we are looking for



New fresh  
UX ideas



Next-level  
interaction concepts



Prototype  
your vision



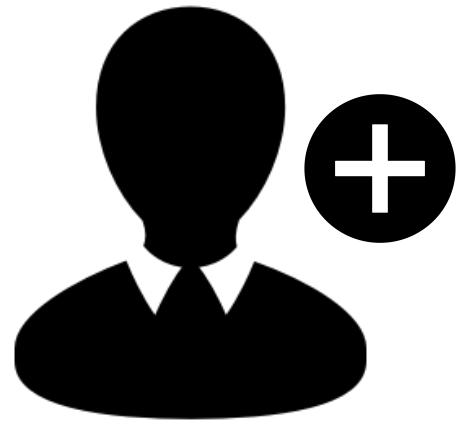
Crazy  
innovative  
experiments

# Hack a Mind-Blowing Vision of Voice Banking

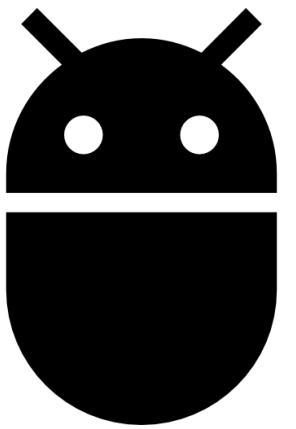
# Areas of application for voice banking



**Customer  
meetings  
assistance**



**Online onboarding  
(voice signature)**



**Voice interaction  
at the branch**



**Voice Banking in a  
connected world  
(IoT)**

# Questions or feedback for us?

