

# How XACBank streamlines financial services



## XACBANK

XAC Bank, a leading banking and financial services company based in Mongolia.



Ulaanbaatar | Mongolia

## Goal

XacBank wanted to provide users with answers promptly at their fingertips, wherever they are.

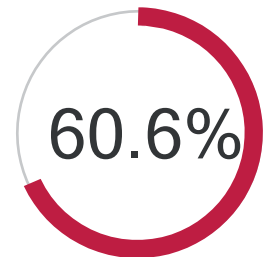
## Challenges

Since XAC Bank aims to provide comprehensive financial services with dignity and speed, they needed a solution that could keep up with their customers' demands.

## Outcomes

### Answer repetitive questions and providing support 24/7

With Our conversational modeler, XAC Bank creates and trains its solution to answer queries around the nearest ATMs, internet banking, loans, cards, etc.



queries answered by the bot

### Scale engagements

The bot attends to multiple users simultaneously. For users looking for human assistance, the bot captures and sends users concerns via emails to further streamline the user experience.



users were handled by the bot

### Simplify accessibility

To improve accessibility and presence, XAC Bank deployed its solution on Facebook Messenger.



of the population prefers Facebook over other channels.