

Bringing
HUMAN & AI
Together



BankBuddy

Platform Overview

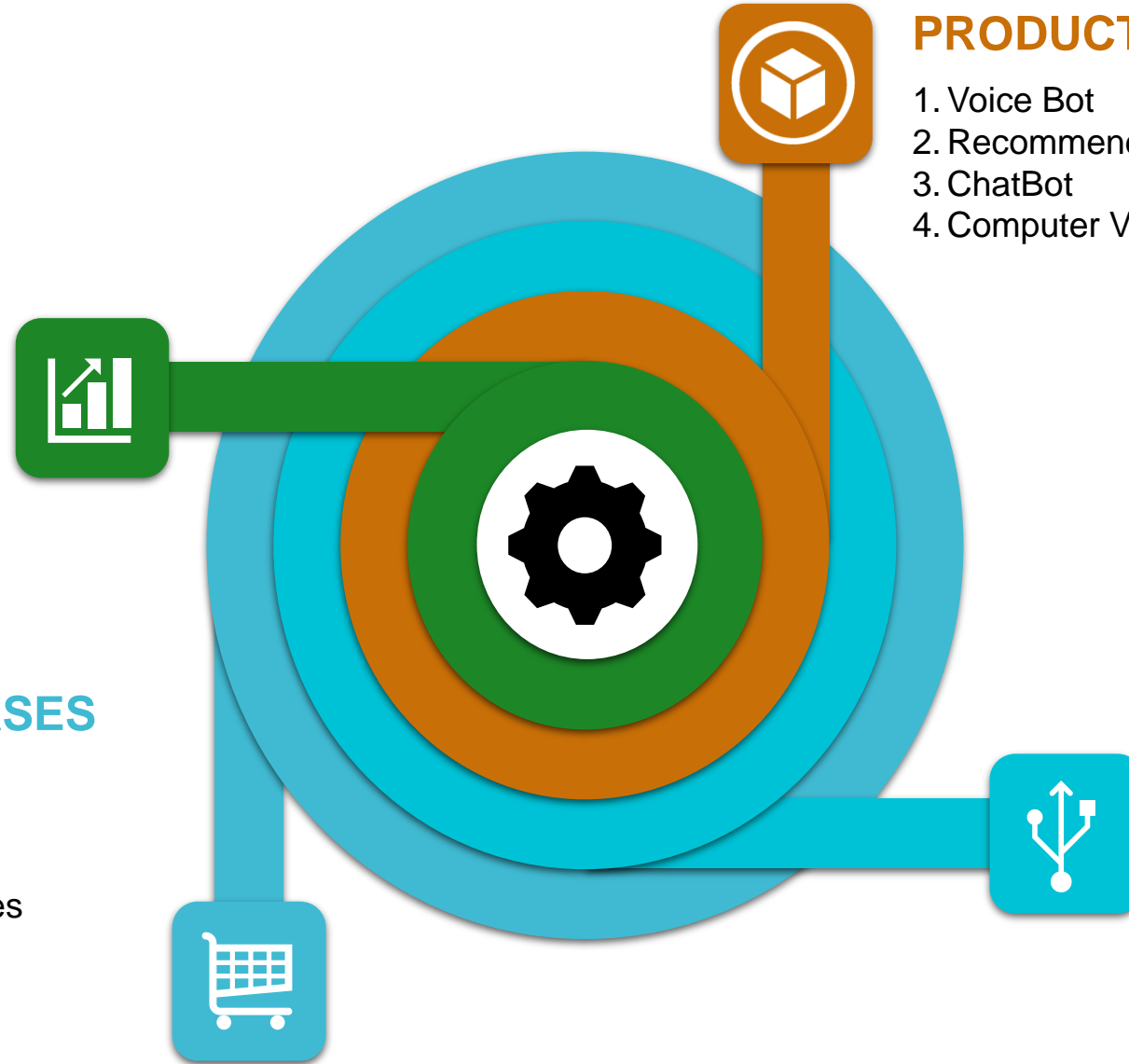


TECHNOLOGY

- Big Data Analytics
- Machine Learning
- Deep Learning
- BFSI NLP & Ontology

MODULES & USE CASES

- ✓ Insurance
- ✓ Financial Literacy
- ✓ Financial Inclusion
- ✓ Embedded Financial Services
- ✓ Retail. Corporate Banking



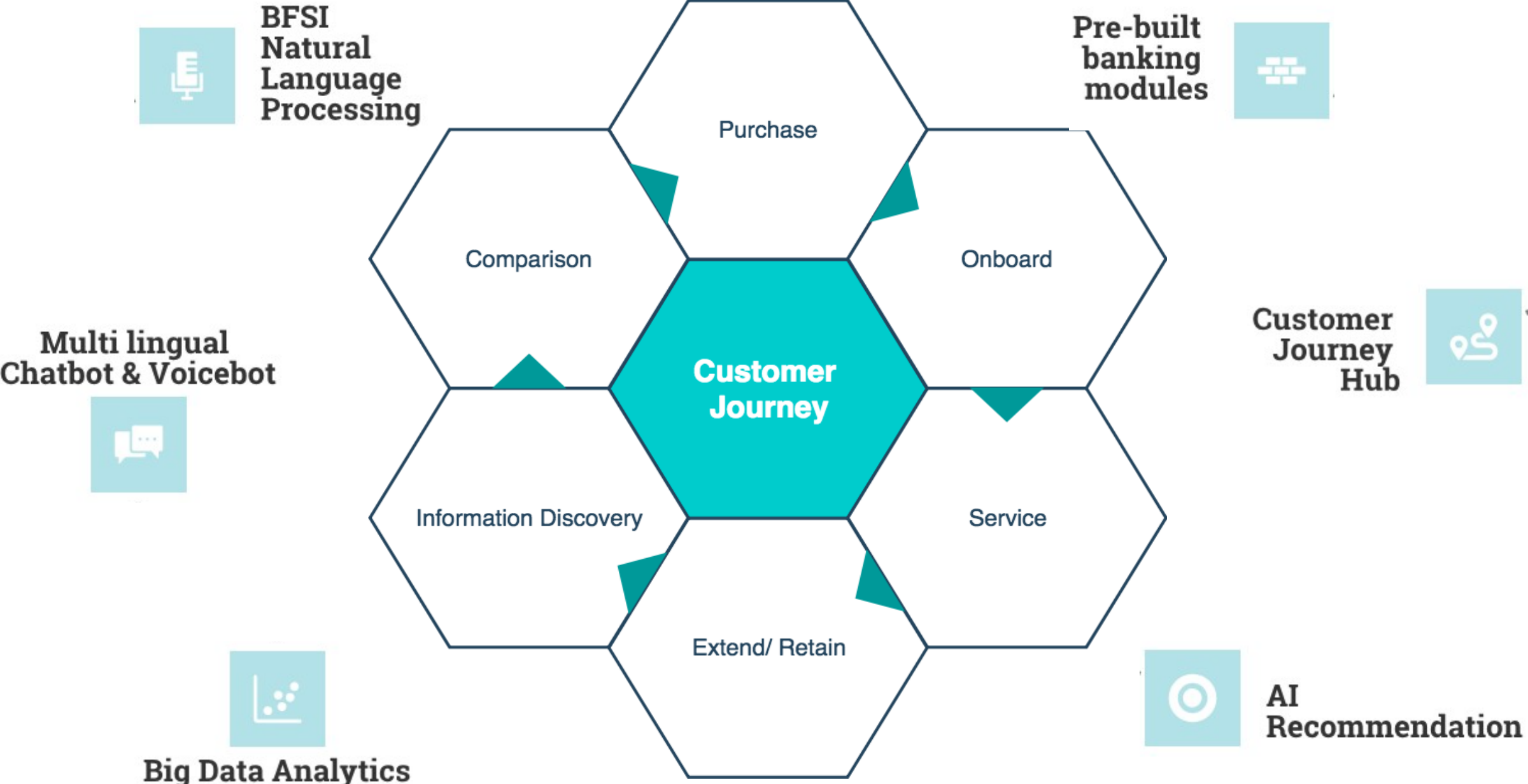
PRODUCTS

1. Voice Bot
2. Recommendation Engine
3. ChatBot
4. Computer Vision

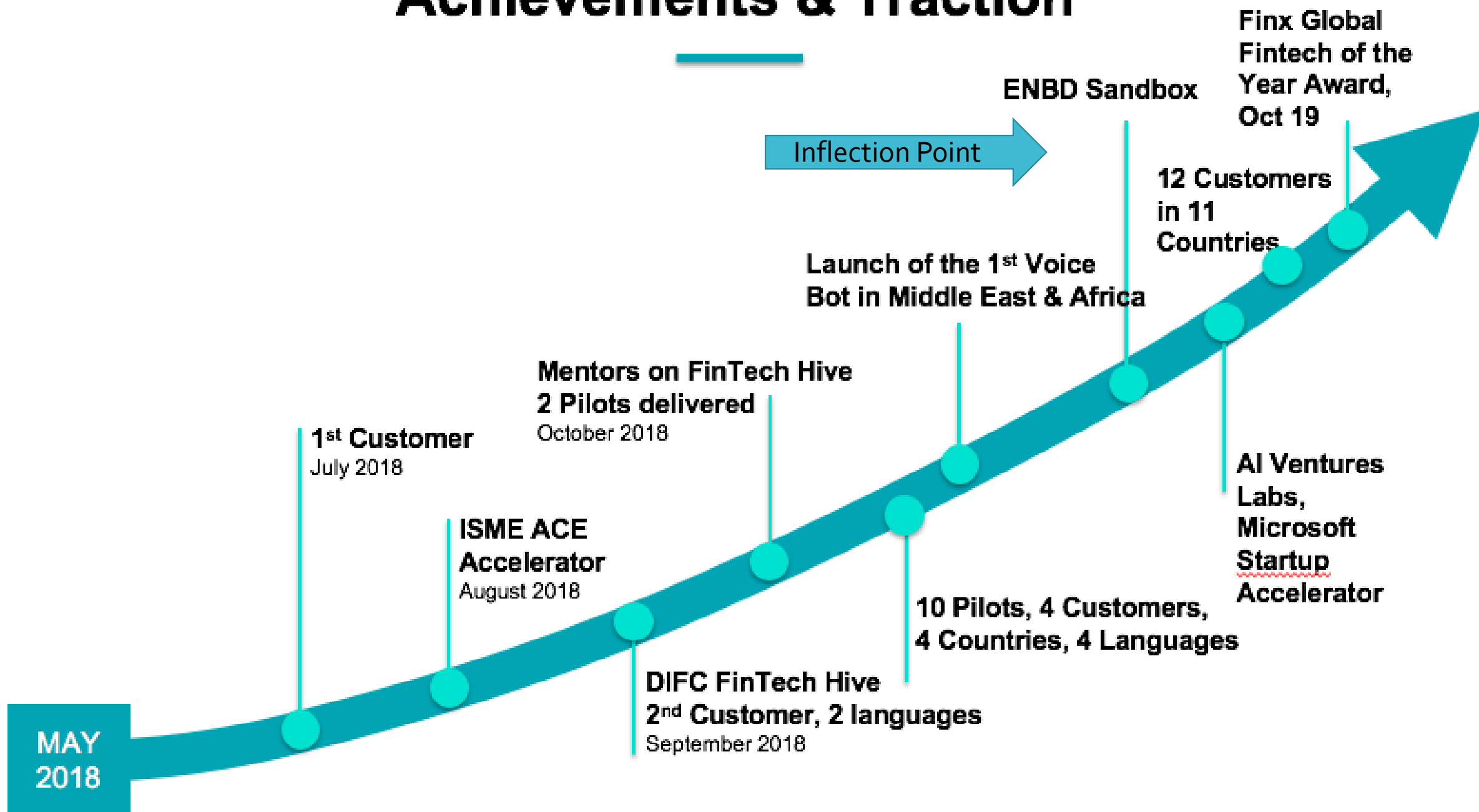
CHANNELS

- Messenger
- WhatsApp
- Amazon Alexa
- Google Assistant
- Slack
- iOS, Android

Customer Lifecycle AI



Achievements & Traction



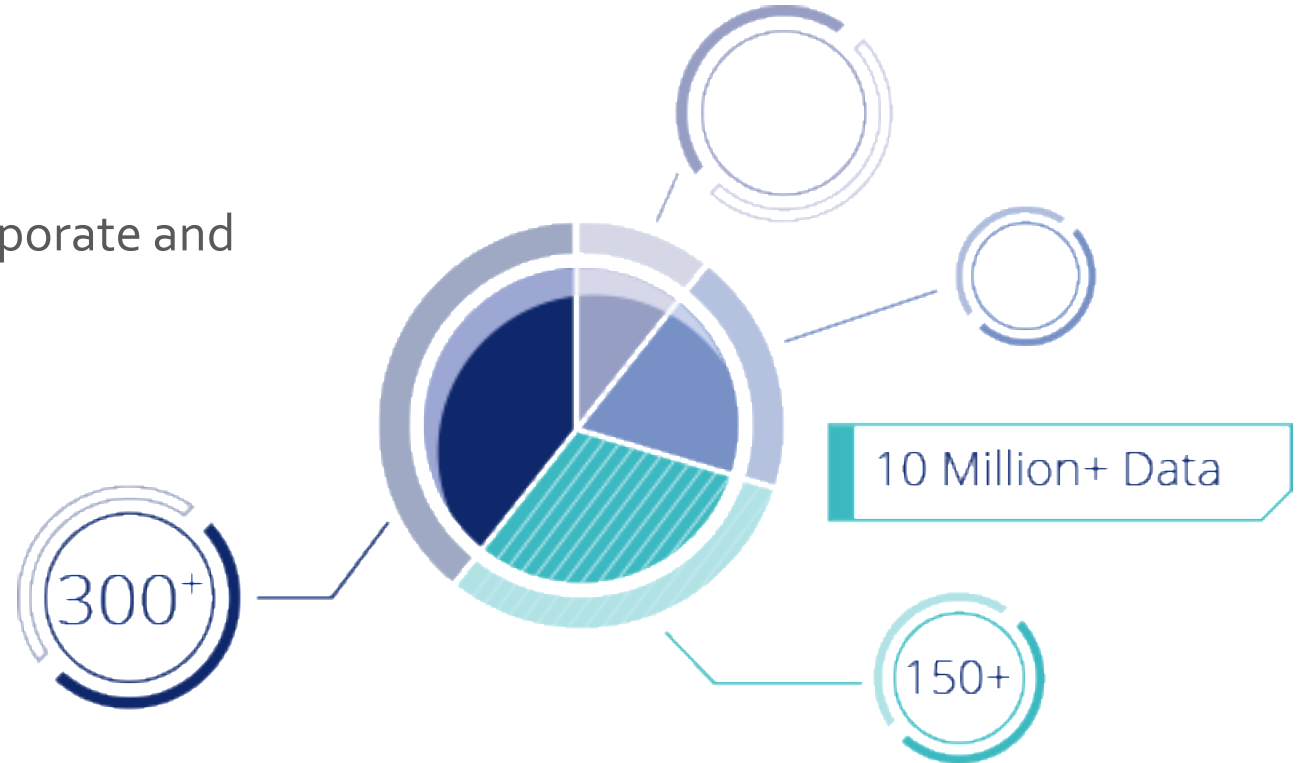
Sandbox Highlights

ENBD SANDBOX

ENBD Sandbox



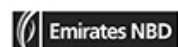
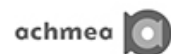
- 300 APIs and 900 end points covering retail, corporate and SME business lines.
- 3 million simulated customer transactions
- Banking Industry Architecture Network(BIAN)



BIAN Members – FI's



FINANCIAL INSTITUTIONS



BIAN Partners



accenture

ADVANCE
BANKING SOLUTION

GRSECO
POLAND

BEC

BEI Business Engineering
Institute St. Gallen

IFT
BML Iktcharat

bynar

Carnegie
Mellon
University

CeleritiFinTech

CGI

Cognizant

COMARCH

DA
DATA ACTION

DEDAGROUP
MEXICO

DELL

DXC.technology

ENVIZION
INFORMATION STRATEGIES

«epiphany

OLYMPIC
by-ERI

EVRY

EY
Building a better
working world

FINASTRA

FIS

fiserv.

GRUPO AULLOX

IBM

identitii

DRBT
Explore, Enable, Excel

ifb
enabling software results

Infosys

INTEGRATIONWORKS

Linedata

LTI
Let's Solve

Microsoft

ORACLE

publicis
sapient

SAP

singular

SINGAPORE
MANAGEMENT
UNIVERSITY

SIX

SOAINT
Knowledge Transformation & Evolution

SunTec

SWIFT

TCS BANKS

TEMENOS
The Banking Software Company

VERIPARK

virtusa

wipro

ZAFIN

API List



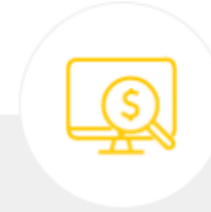
Smart Bank v2.0

Discover our Smart Bank APIs to try out APIs that mirror services of a mock bank environment.



Open Banking APIs

Discover our Open Banking APIs to get access to account, transaction & payment related services



Payment APIs

Discover APIs that provide access to payment platforms.



Financial APIs

Discover APIs that provide access to latest financial information provided by banks.



E-Commerce

Discover APIs that interact with the e-commerce payment gateway and e-commerce based processes.



Social Media and Lifestyle

Discover APIs that get functionalities provided by social media applications like Facebook and Twitter.

API List



Other APIs

Discover other APIs that provide non-financial based information.



Smart Bank v1.0

Discover our Smart Bank APIs (v1.0) to try out APIs that mirror services of a mock bank environment.



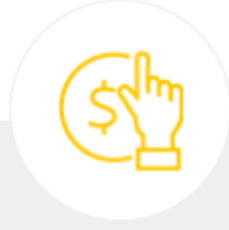
Travel

Travel related APIs



Security

Security/Fraud related APIs



Investment APIs

Discover more Investment APIs

Introducing Zoe



Who is Zoe



- Interactive voice based virtual advisor
- Speaks multiple languages
- Understands multiple accents
- Understands slang, abbreviations, mixed language
- Keeps Context – like Humans
- Liquid interface – IoT devices, Mobile app, Web
- Engaging customer journeys
 - Education
 - Transaction
 - Advise
- Customer persona based personalisation
- Rewards, Offers, Bundles
- Seamless Human handoff





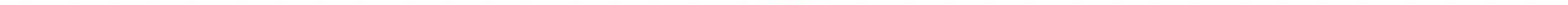
Goal : Create Intelligent interactive voice and chat bot with ENBD sandbox

- BankBuddy ZOE
 - Ubiquitous presence – Facebook, Google Assistant, Web, mobile.
 - Frictionless Micro payments
 - Breaking barriers – reach across languages and literacy levels (voice)
 - AI based Cross sell and upsell – offers



ZOET2Pay





Key Highlights



- Handholding
- Support desk
- Challenge
- Review
- Certification
- Ongoing usage



Win Win...Literally





TOP STORIES

Moody's rates ENBD's collaboration with Dubai fintech startups positively



Thank You

