

Big data/ROBO/AI - beyond the hype

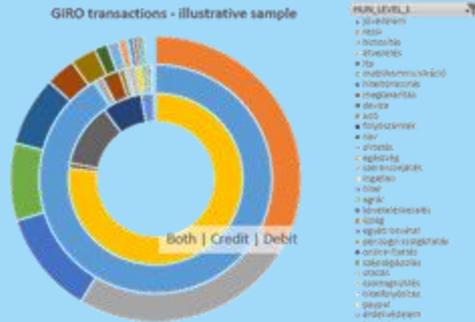


NLP solutions

Big data



- sentiment / intent detection on CRM soft info analysis, VOC/NPS/exit/social media - attitude, preferences, insights, x-sell/churn indicator, competition radar...



- transaction giro/narrative categorization engine (AI) need identification, service development, risk assessment

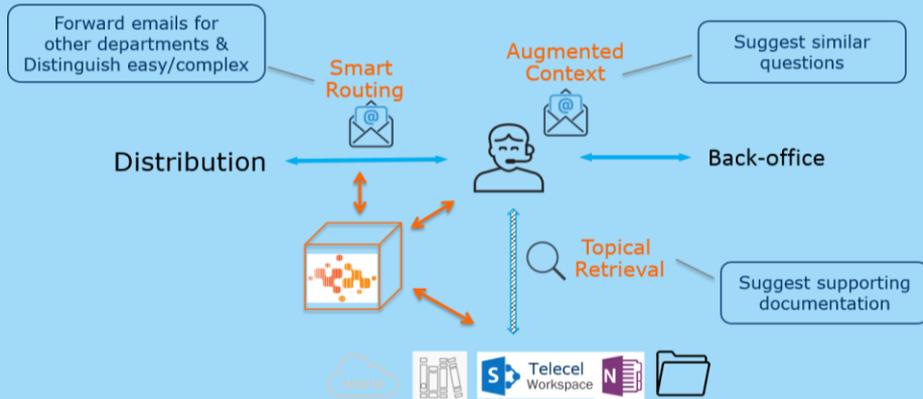
- claim handling, fraud (lie) detection, content based connections bw. entities

Top-down indicators

Referencing	(I, you, them, we)	
Contextual embedding	(in, up, during)	N-grams
Self-deprecating	(I should have, I may have)	
Flattering	(you are great, my hero)	
Style matching	(rapid communication style adaption)	N-grams Intervals

Bottom-up indicators

Superfluous detailing (adjectives)		N-grams
Structuring	(reasoning in every sentence)	N-grams structure



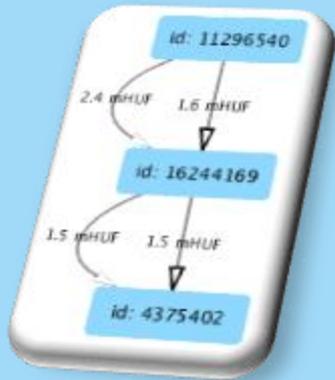
- e-mail virtual advisor categorization, smart routing, augmented context-topical retrieval, automated reply (voice converted - IVR solutions)

Network graph analytics

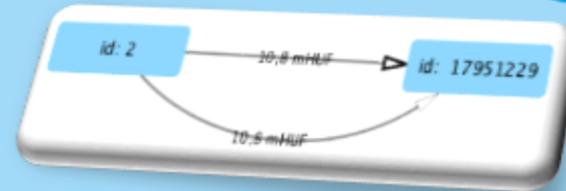
Big data



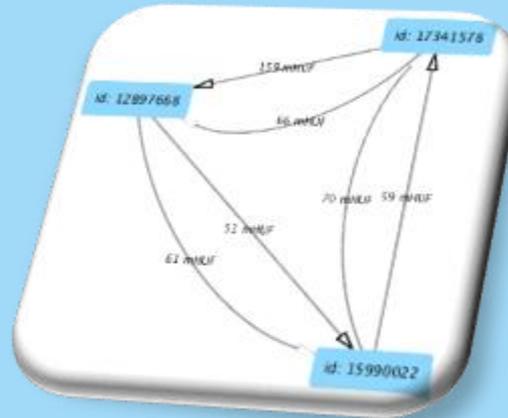
- depending subcontractors – churn/risk



- proxy nodes – referral-SOW



- loop transactions – carousel fraud



- social network for entity analytics – relationship, risk, potential, referral



Robo-advisory solutions

Robo



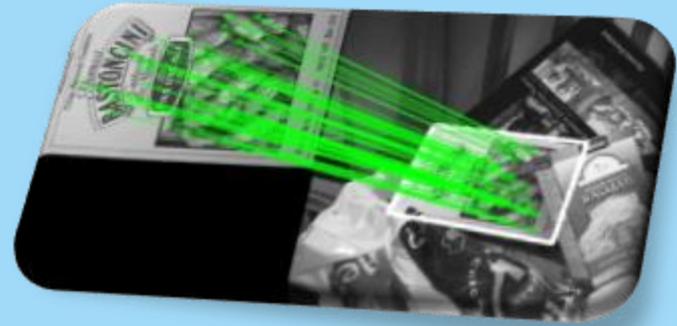
- highly personalized investor profiling
- algorithm-based personalized portfolio allocation and automated recurrent product and portfolio recommendations



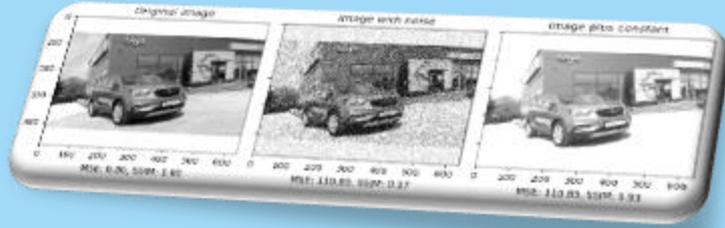
Claim fraud with image processing



- similarity (binary equality/different angle shots)



- distorted, manipulated images



- object detection (combined with similarity)



Generative chatbots



- investment chatbots
- HR chatbots
- KBC K'Ching



11:04
I'm going on pension next year, and I wonder what will be my last working day?

Based on the latest information we have, your last working day is November 20, 2017.



- Hackathon (boards.ie)

Q: I was away recently and my credit card stopped working after using it once. I presumed it had been blocked due to using it abroad and tried to contact them

A: Hi Captain Morgan, Please PM me full full name and and and address look look look this issue you. you. Many thanks, Anne UNK UNK UNK UNK UNK UNK UNK UNK UNK UNK



Q: Hi My salary is paid in on Thursday and as I am in the USA at the moment, what is the best way to withdraw \$2000 in cash using my

A: Hi You can use the Visa Debit Card to withdraw cash at any ATM that has the Visa acceptance logo. Each transaction would be subject to a €0.20 charge if to UNK UNK
Loss: 0.0390236

Model training on a Hackathon
(7551 cycles, 2312 dialog interactions)





Turning data
into assets



Thank you!

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