



FSS Voice Commerce

Interactive, Intelligent, Immersive
Banking Experiences

As technology evolves so do customer banking expectations. New age customers place a premium on interactive, engaging and personalised services.

In a post-web and digital era, conversational user interfaces are becoming an increasingly popular customer interaction paradigm. Empowered customers are turning towards new conversational platforms for everyday access to digital services.

Progressive bankers, in response, are enhancing their digital strategy and embracing conversation-led banking to deliver contextual service experiences at scale.

FSS Voice Commerce

FSS Voice Commerce enables banks to capitalise on the new market opportunity, deepen customer engagement via personalised services and achieve operational excellence.

Digital customers expect always-on services and can conduct a range of transactions 24/7 using simple voice commands. FSS Voice Commerce is device agnostic and can orchestrate interactions originating from any voice-capable device - Amazon, Google Home, Apple Siri and more.

The machine learning capabilities embedded into FSS Voice Commerce exploit a wealth of data aggregated across conversation points to continually learn customer behavioral patterns and make run-time decisions on the next step of the conversation.

At the backend, the solution interfaces with the Mobile Banking or the Core Banking system to provide real-time information related to accounts and balances and enable delivery of omni-channel banking experiences.



FSS Voice Commerce



Why FSS Voice Commerce?

Comprehensive Bank-Grade Security

FSS Voice Commerce deploys a range of security measures to build customer confidence in the new channel. For financial transactions, the solution supports multi-factor, out-of-band authentication mechanisms such as one-time passcodes or biometrics. Further, sophisticated encryption mechanisms for data in-transit and at rest provide a high level of security against data breaches.

Delivers Data-Driven Banking Experiences

FSS Voice Commerce can integrate with FSS Payanalytix or third-party analytic solutions to provide a 360-degree view of customer transactional patterns for delivery of customized products and services and maximise revenues. Banks can drill down to popular intents, channel specific usage, goal specific metrics and other business indicators that can help to deliver superior interaction experiences.

FSS Voice Commerce also provides real-time insights into the efficiency of the bot to improve the accuracy of service response and successfully resolve customer queries.

Builds an Expansive Transaction Ecosystem

Banks can orchestrate a rich services ecosystem and extend personalised, interactive banking experiences, spanning the customer's complete transaction journey, beginning with product discovery and recommendations to transaction fulfillment.

Rich Services Ecosystem



FSS Voice Commerce offerings can be enriched with a range of capabilities such as bill payments, merchant payments, mutual fund transactions, personal financial management tools, rewards and loyalty schemes, real-time offers marketing and more.

The solution supports Rest APIs for integration with partner systems to accept requests and to connect to the business layer, basis user intent.

Delivers Cognitive, Intelligent Service Experiences

FSS Voice Commerce supports smooth, human-like, conversations and the ability to understand intent whilst engaging with consumers. The solution's automated machine-learning algorithms leverage each customer interaction to continually improve cognitive speech processing models, enabling banks to handle multiple speech variants and provide best-in-class customer experiences.

FSS Voice Commerce supports intent chaining and dynamically shifts control from one intent to another based on the input received from the customer. Post the user reporting a case of fraud, for instance, customers can build the assistant to subsequently ask if the user also wants to perform a credit check.

FSS Voice Commerce

Order check book
(Transaction Successful)

Need a new check book
(Transaction Successful)

I have run out of check leaves

FSS Voice Commerce:
Ok - do you want me to raise a request?

Customer: Yes please

FSS Voice Commerce:
Confirm the bank and the account number

Other Solutions

Order check book
(Transaction Successful)

Need a new check book
(Transaction Successful)

I have run out of check leaves
(Transaction Failed)



Benefits FSS Brings



Optimises Customer Lifetime Value

Contextual, frictionless, banking experiences using natural voice interfaces helps create service differentiation and improves customer stickiness.



Improves Monetisation Opportunities

Insights into customer transactional patterns enables delivery of contextual offers and improves monetisation opportunities whilst reducing marketing and new product acquisition costs.



Rationalises Cost to Serve

By placing a 24/7 digital teller in every customer's home and empowering customers to self-serve, banks can lower the cost to serve and optimise operational efficiencies. For difficult or sensitive issues requiring human intervention, FSS Voice Commerce is designed to schedule conversations with a live agent, assuring a consistent, high quality of customer service.



Champions Financial Well-being

Data and insights uncovered from customer transactional history, enable banks to understand customer preferences, better serve customers and manage their monies.



Delivers Omni-Channel Banking Experiences

FSS Voice Commerce integrates with multiple hosts in the front-end as well as third-party Mobile Banking apps, for delivery of omni-channel services. Customers can begin a transaction on their home assistant and conclude the transaction on another channel - mobile or web.



Accelerates Rapid Services Innovation

FSS Voice Commerce creates new monetisation opportunities by enabling banks to rollout a range of innovative services – with an ability to integrate with third party apps - mutual fund payments, bill payments, loyalty and rewards - to orchestrate a broad services ecosystem.



Supports Flexible Deployment Models

FSS offers flexibility of deployment models in line with the banks' business requirements. Banks can deploy FSS Voice Commerce in-premise or on FSSNet, FSS private cloud, or public cloud.

About FSS

Financial Software and Systems (FSS) is a leader in payments technology and transaction processing. The company offers a diversified portfolio of software products, hosted payment services and software solutions built over 25+ years of experience.

FSS, end-to-end payments suite, powers retail delivery channels including ATM, POS, Internet and Mobile as well as critical back-end functions including cards management, reconciliation, settlement, merchant management and device monitoring. Headquartered in Chennai, India, FSS services leading global banks, financial institutions, processors, central regulators and governments across North America, UK, Europe, ME/Africa and APAC and has 2,500 experts on-board.

For more information, write to products@fsstech.com