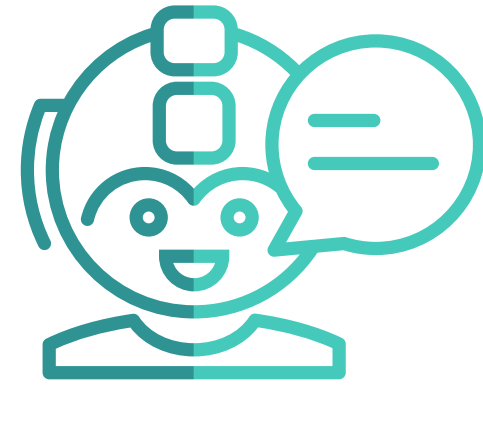


How will Worldline's Conversational Platform boost your business?



Bots & Virtual Assistants

#1 It answers fast-moving market trends and needs

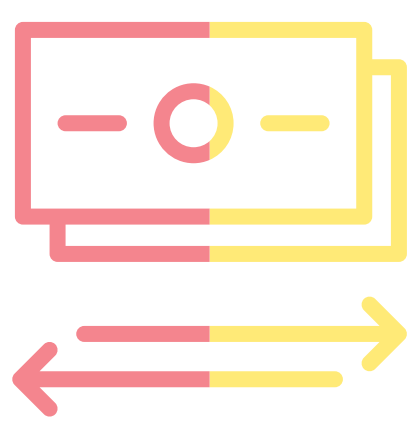
<p>By 2020, 85% customer interactions to be handled by chatbots <small>Source : Business Insider</small></p>	<p>More than 207million units of smartspeakers installed in 2019 (+82% vs 2018)</p>	<p>By 2025, CAGR of +36,5% on chatbot market growth <small>Source : DataBridge MarketResearch</small></p>
---	--	--

#2 You can benefit from pre-trained conversations



Frequently asked questions

- Transform boring and not-easy to use FAQ into an interactive and accurate one
- Simple searches
- Multi-channel accessibility
- Personalized answer



Daily banking

- Operate your daily banking actions through natural conversations
- Account management
- Card management
- Transfer management



Financial coaching

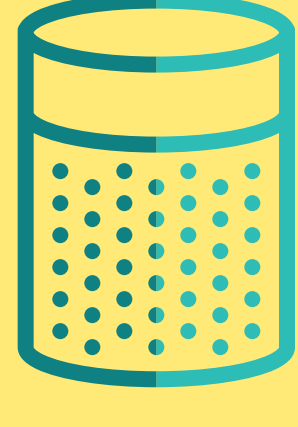
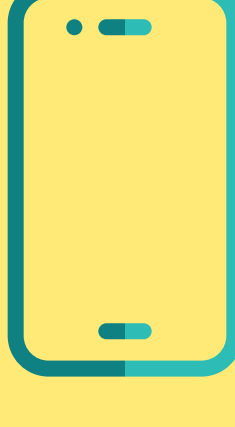

- Empower customers to reach their financial objectives by understanding their finances and identifying potential savings through conversations
- Project management
- Saving goals
- Challenges and linked offers



Further and beyond

- Extend existing conversations or design brand new conversational journeys
- Strong and evolving product roadmap
- Specific integrations and use cases extension
- Tailored-made projects

#3 It can be deployed on all channels

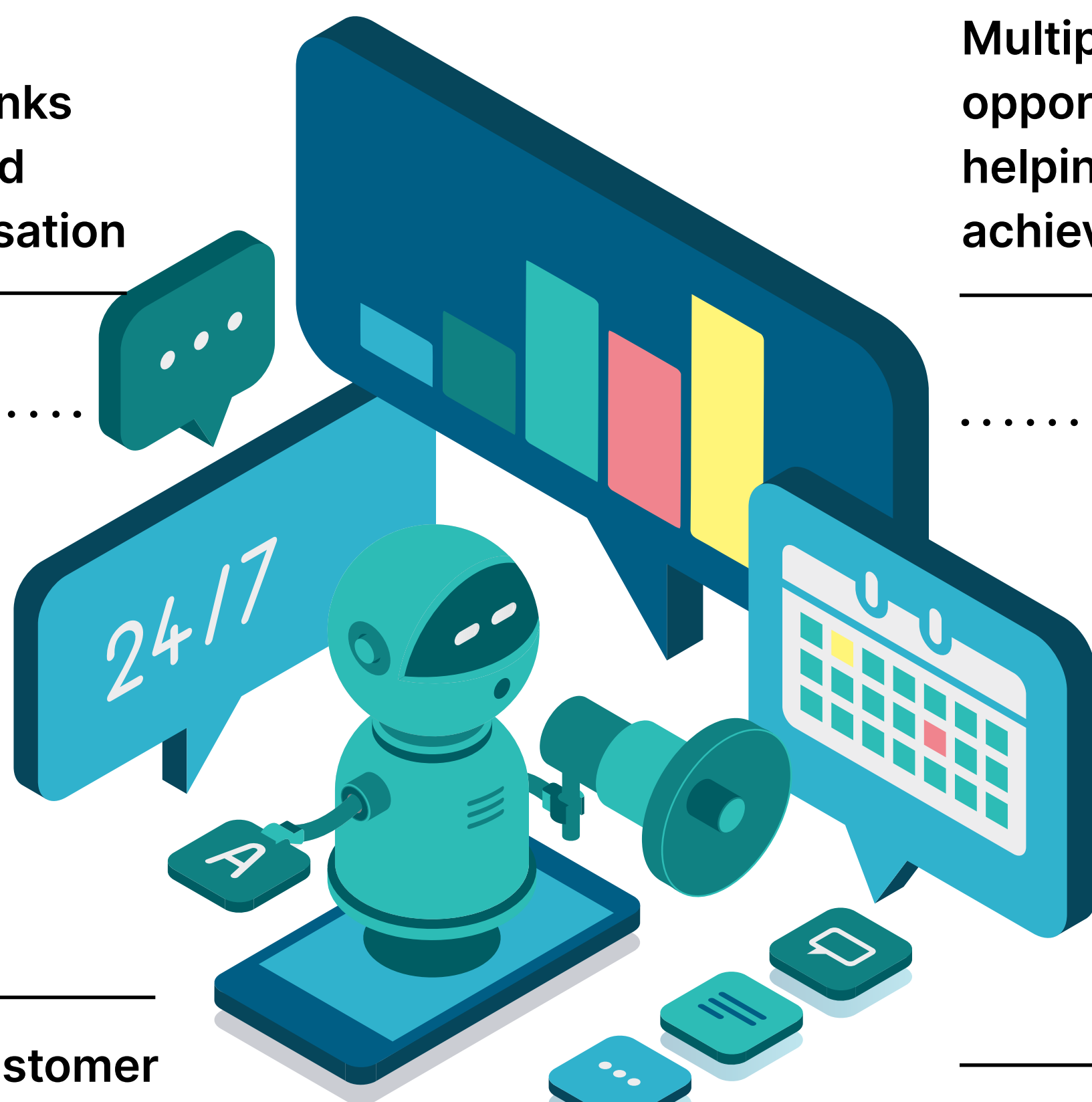
 <p>Voicebots on smart speakers like Amazon Echo or Google Home</p>	 <p>On your existing mobile or web channels through API(s)</p>	 <p>Social network such as Facebook Messenger</p>
--	---	---

Available in several languages

#4 It provides tangible business benefits

Foster customer engagement thanks to compelling and powerful conversation

Multiply cross-selling opportunities while helping customers achieve their objectives



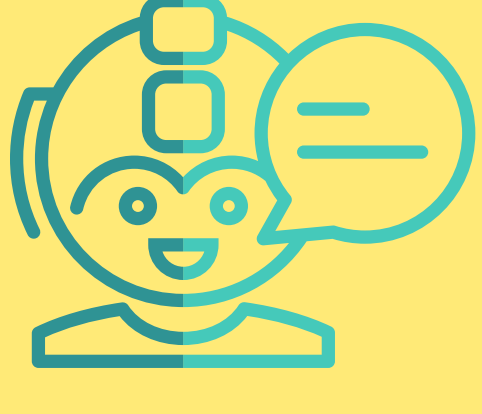
Convenience

Ensure higher customer satisfaction rate with 24/7 self-service support

Security

Reduce customer service costs through automation

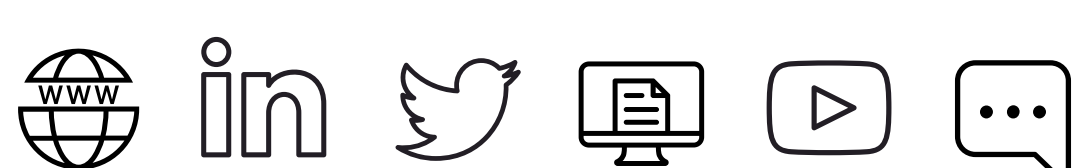
#5 It helps you avoid pitfalls and overcome systemic challenges



Deliver differentiating conversations that bring value to your customers
Integrate appropriate authentication methods
Optimize every part of the user experience on messaging and voice channels
Design comprehensive and seamless human handover processes
Accurately convey your brand image

Contact us

sales-fs@worldline.com



worldline.com

Digital Payments
for a Trusted World