



Applying Gen AI in Finance

VITT AI

Think of VITT as The FinanceGPT

Finetuned on 30M+ training examples & 5000+ hours of high quality, proprietary, financial domain specific data

Multimodal, Multichannel, Multilingual

In-built controls & guardrails to provide highest levels of compliance to industry regulations

Free from Biases & Hallucinations

Traceable & Explainable Responses

No Data Sharing with any 3rd party



BFSI firms require innovative solutions to elevate customer experience, enhance productivity & ensure better compliance

Three of the biggest challenges faced by Financial Services Industry



Poor Digital Experience for clients

Customers want instant support & expert guidance

They want ChatGPT kind of experience while using bots



Shortage of skilled workforce at optimal cost

High attrition rates of 40-60% in front line teams (sales/support)

Rising wages & talent shortage makes human touch expensive



Increasing compliances & regulatory uncertainty

Greater regulatory oversight to control frauds & mis-selling

Difficult to manage compliances with a human driven approach

Our suite of Gen AI products for BFSI

1



AI Assistant for marketing & support

Talks to clients directly like a human assistant & nudges them towards next step in the journey

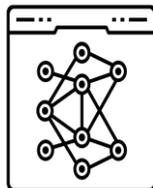
2



Sales Copilot for front line sales teams

Listens to live client interactions & gives real time, actionable prompts to human agent

3



ComplianceIQ for compliance & QA

Audits client interactions across touch points (chat/email/call) to ensure better compliance

AI Assistant for Retail Clients

VITT mimics conversation with a human relationship manager; assists clients at all stages from onboarding to support



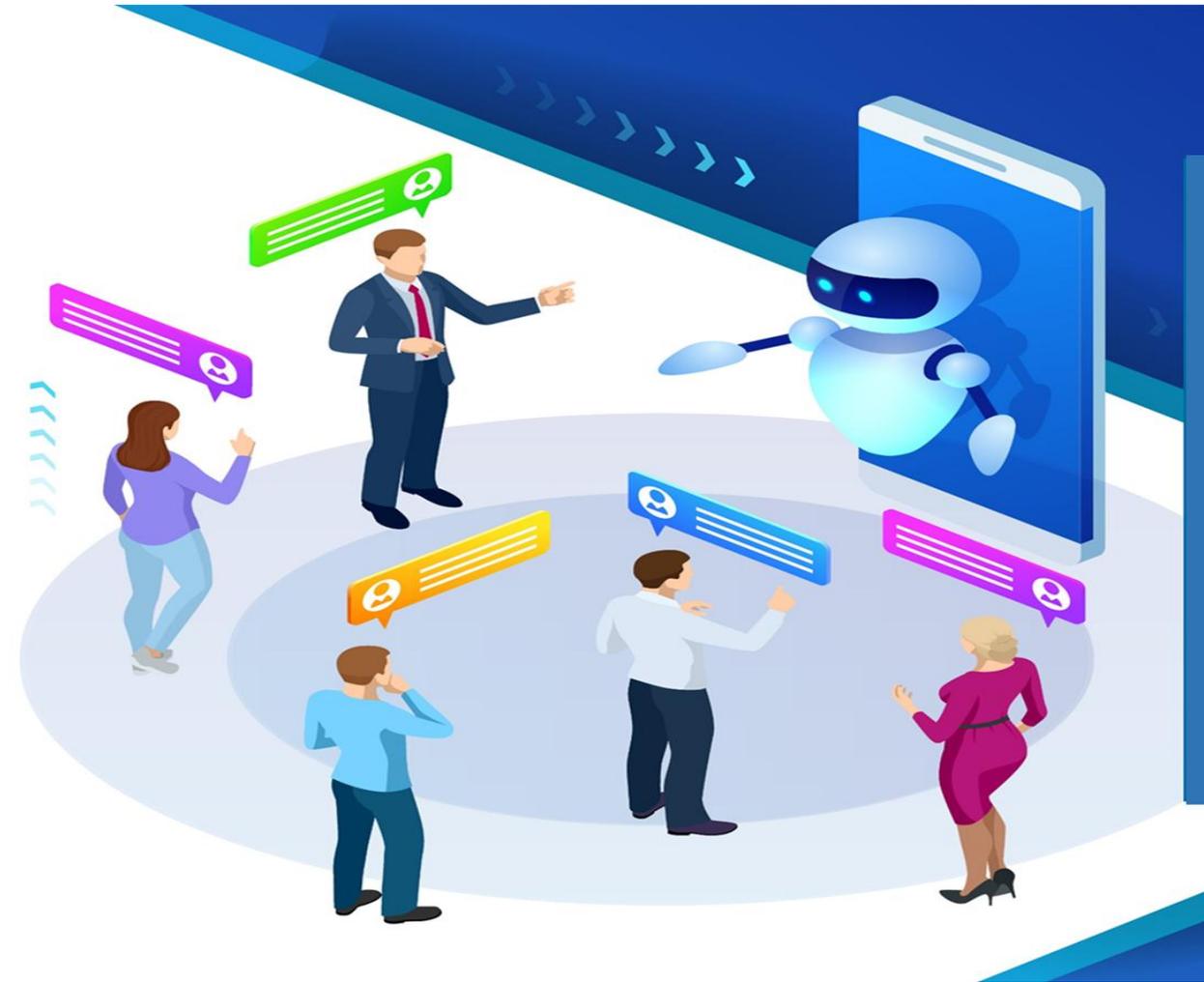
Client Onboarding – chats with customers (voice + chat + email); explains them about various products & services



Product Selection – makes personalised sales pitch (based on client profile); helps manage portfolio/account



Customer Support – instant support for any customer issues; auto triggers next actions in the workflow



Chats with 100K+ customer per month at a large wealth management firm; 65% reduction in sales & support cost

ChatGPT kind of conversational experience for your customers, business partners & employees

2

AI Co-pilot for Front Line Teams in Sales & Support

VITT listens to live agent-client interaction & shows actionable prompts to agent enhancing their productivity, efficiency & quality



No human errors or knowledge gap- shows perfect reply to every client query in real time



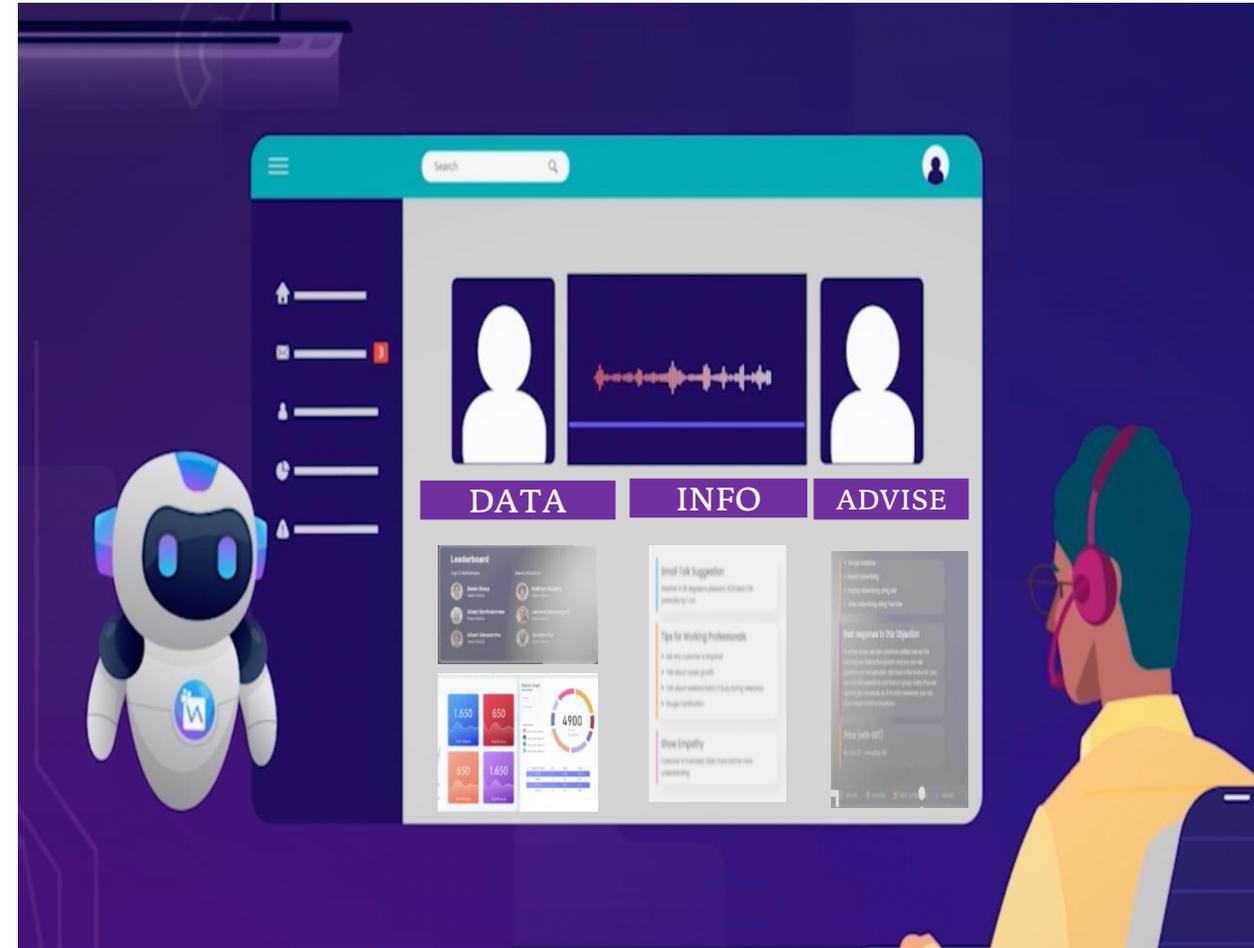
Personalised sales pitch – helps agents personalise their pitch (next best actions) based on client profile/transactions



More productive RMs & Agents - creates meeting notes, updates CRM & auto triggers next steps in the workflow

Enabled 33% increase in agent productivity & 80% increase in NPS in a pilot conducted at a large life insurance firm

works for in-person meetings, phone calls as well as platforms like Zoom/Team



AI Audit Platform for QA & Compliance

**Audits client interactions across touch points:
chat/call/emails to identify frauds / mis-
selling & measure agent performance**



Performance Measurement – identifies gaps in performance based on customizable (client & domain specific) framework



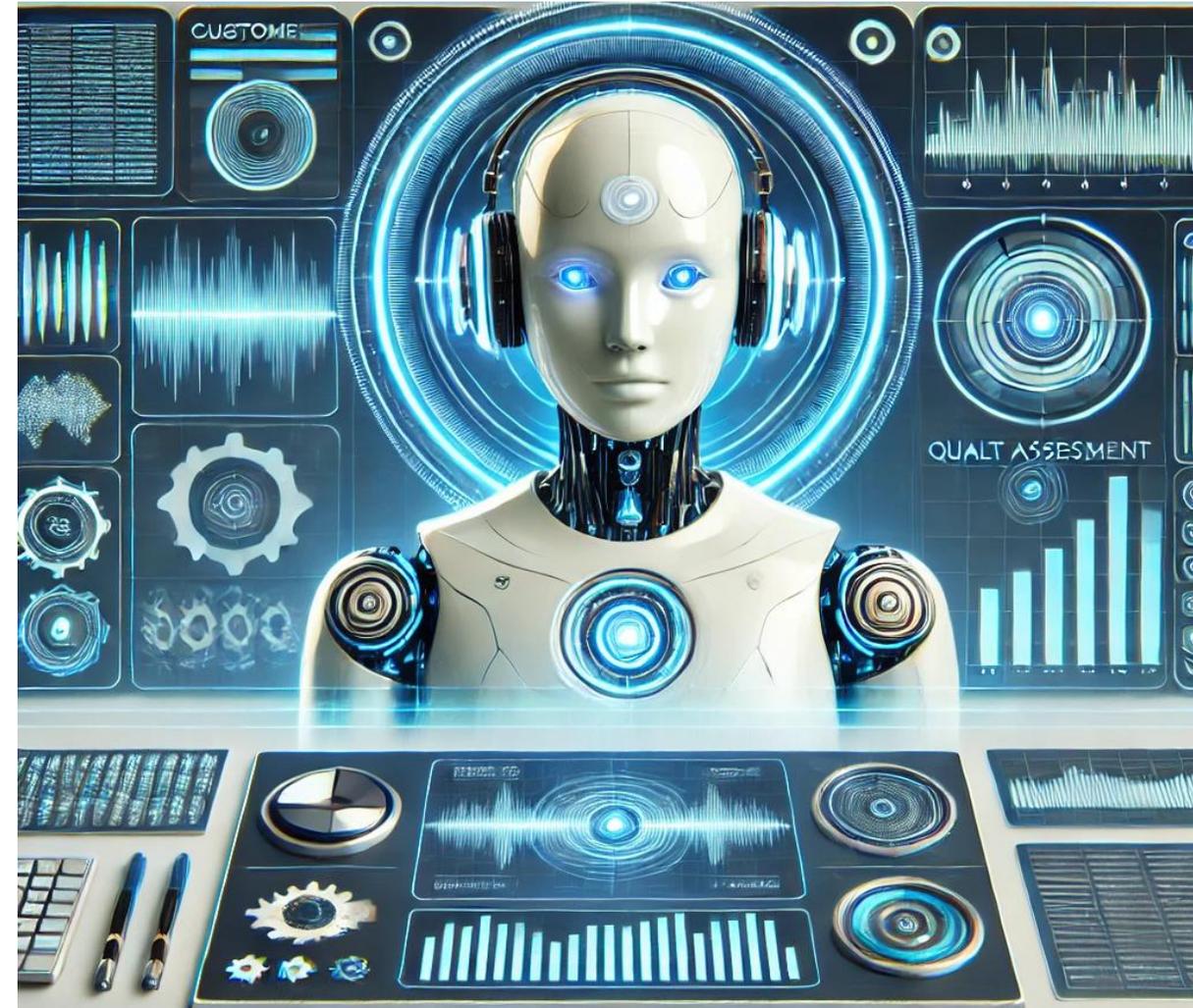
Fraud Detection– detects fraud/mis-selling cases at source; helps organisations proactively take mitigating steps



Product & Marketing Decisions– captures customer feedback & generates insights as per client specification

Audits 250K+ customer calls monthly at an insurance firm to detect anomalies (false agent promises & fake sales) reducing cancellations and mis-selling to almost Zero

AI can identify insights that humans may overlook, enabling improved decision-making



A background image showing a human hand holding a prosthetic hand, symbolizing hybrid intelligence. The background is a dark, muted blue.

Hybrid Intelligence (AI + Human) to deliver superior customer experience

The Sales Copilot helps human agents to close sales & onboard clients smoothly

The AI Assistant then takes care of client activation, engagement & support

The ComplianceIQ platform ensures adherence to processes & identifies issues

65% reduction
in support cost

50% shorter
sales cycle

24% higher
productivity

Our Edge: Domain Specific Models for faster, cheaper & safer AI

01

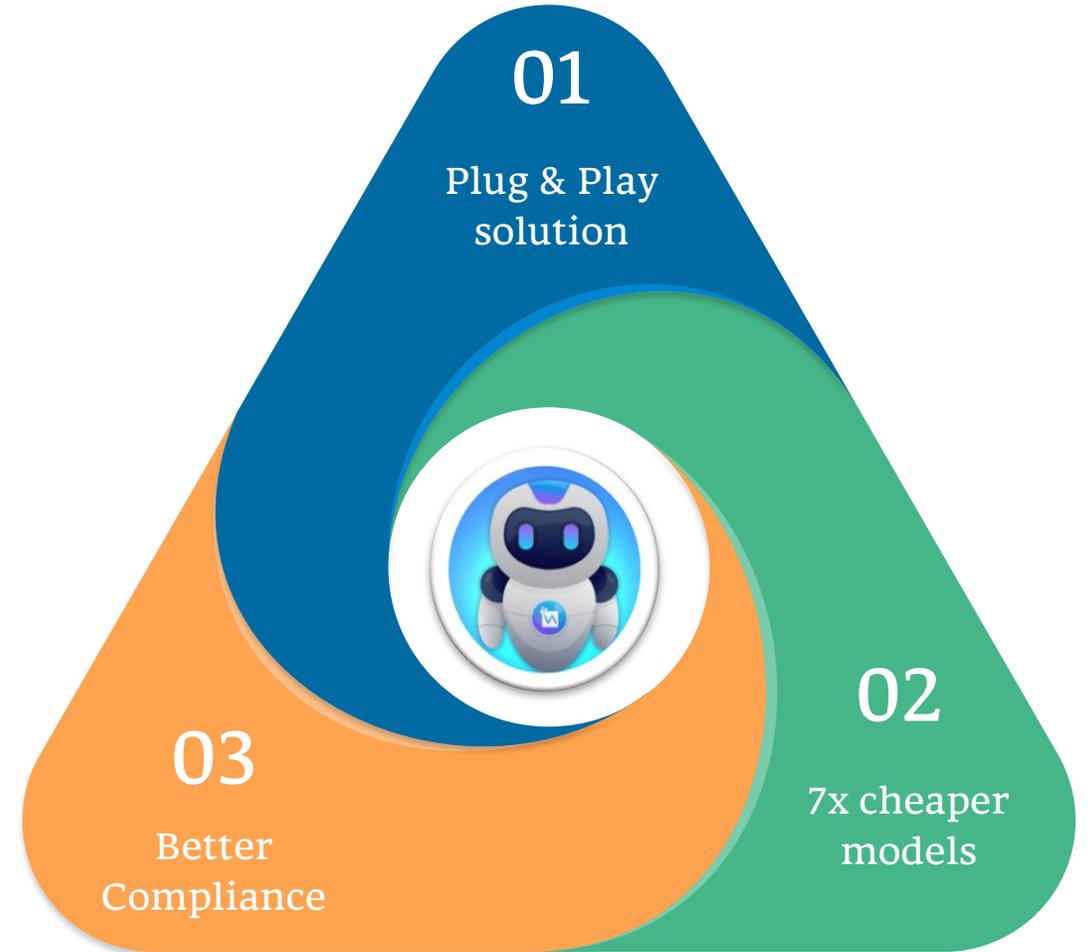
Our AI models are pre-trained on high quality, proprietary, domain specific data enabling higher accuracy & lower time to market

02

A combination of Embedding Models & Large Language Models makes our processing requirement **7x lesser than alternatives**

03

Domain-specific guardrail to ensure higher accuracy, no hallucinations, traceability, explainability, data privacy & security





*Elevate your Customer Experience & Enhance your
workforce productivity with the power of AI*

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(Note - Until the foundation and registration of VITT.AI International we use the resources of
our partner, SolidGround Holding AG outside India.)

THANK YOU