



LARGE  
GLOBAL  
BANK



15+  
PROCESSES



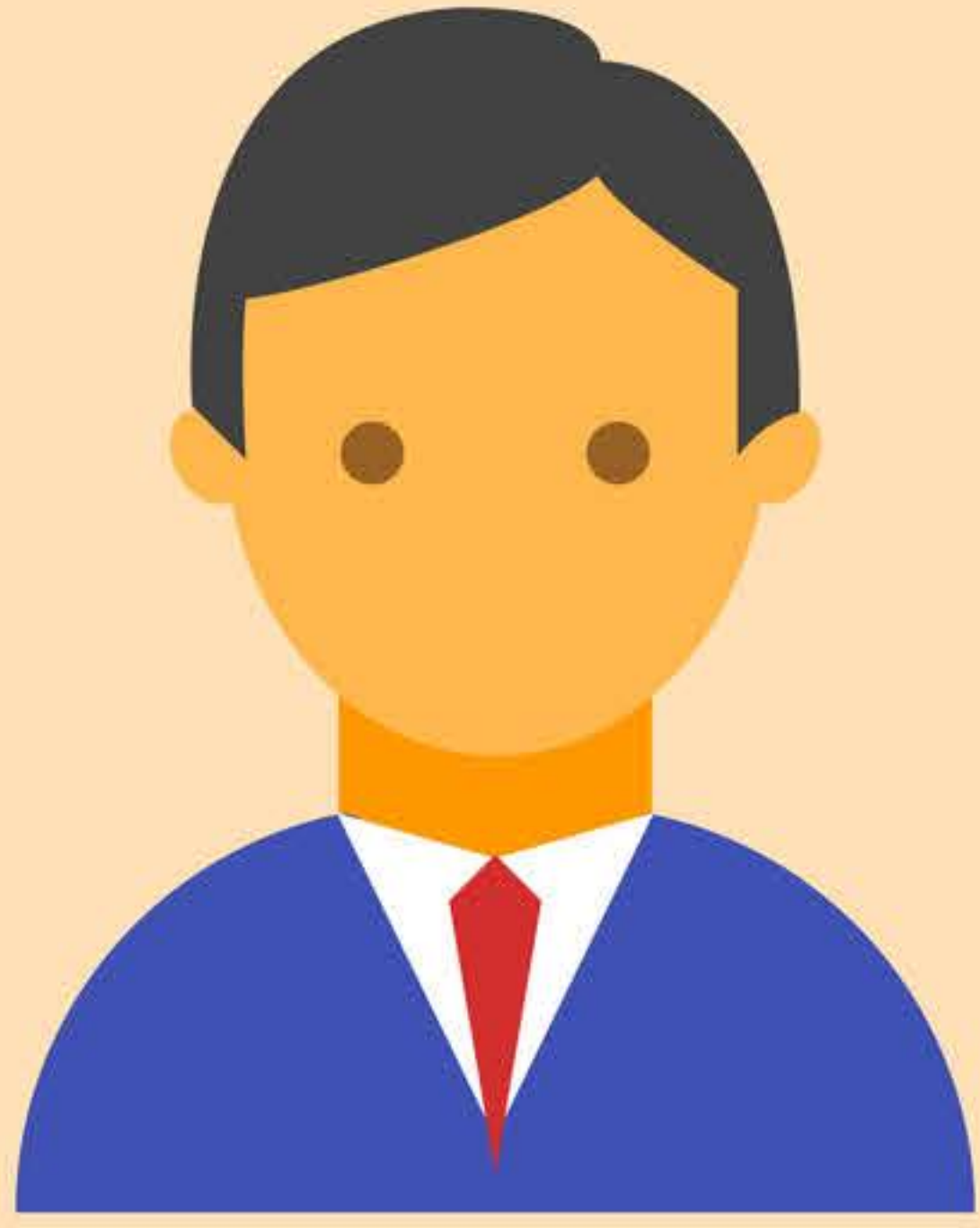
20-25%  
AUTOMATION



20+ FTE'S  
SAVED



REDUCED  
AHT  
FROM  
4 MINS  
TO LESS THAN  
30 SECS



70%  
AGENT  
CAPACITY  
CREATED

PAYBACK IN  
LESS THAN

3-4  
MONTHS

