Spixii Platform brings Conversational Process Automation (CPA) Integration to Blue Prism Platform allowing Financial Institutions to accelerate the digital application process for loans.

Blue Prism's Technology Alliance Program (TAP) partnership with Spixii adds Conversational Process Automation (CPA) for Banking Loan applications to Blue Prism Robotic Process Automation (RPA) which accelerates the digitalisation and automation of customer-facing processes. This integration with Spixii CPA for Banking Loan applications adds the critical skill of Collaboration, Planning & Sequencing to Blue Prism Intelligent Automation, giving Financial Institutions the ability to offer their prospects and customers a simple, robust, personal and compliance conversational interface to submit their loan applications and trigger the underwriting process within a Blue Prism Digital Worker's defined workflow.

Conversational Process Automation (CPA) for customer-facing activities

Spixii CPA for Banking Loan applications solution combined with a Blue Prism Digital Worker's defined workflow accelerate the deployment of digital solutions on the website or mobile application of Financial Institutions. Leveraging the whole Spixii CPA platform, the Financial Institutions can continuously improve the application process by embedding its own rules and see where applicants have blockers or questions and which parts of the conversations convert.

Spixii CPA for Banking Loan applications solution leverages Spixii Intelligent Chatbots which are secure using end-to-end encryption channels and configurable decisions which can be audited. Using Spixii Connectivity Hub, the Spixii CPA for Banking Loan applications solution can integrate other modules such as OCR to extract the documents submitted in the chatbots.

How it works

As the leader in Conversational Process Automation (CPA) for customer-facing processes for insurance companies and banks, Spixii CPA platform augments the performance of process resulting in an increase of completed transitions while ensuring a great user experience. It means higher revenue or product value sold per customer segments. It complements perfectly the execution of the internal process with a handover to a Blue Prism Digital Worker.

As the pioneer of the most robust, secure, and highly scalable Digital Workforce, Blue Prism's focus is on delivering an agile workforce that follows rule-based business processes and interacts with systems in the same way human users do – and that complements both traditional and leading-edge IT solutions such as business process management (BPM), OCR, AI, machine learning, and front- and back-office productivity tools.

The integration with the blue prism digital worker is illustrated in the following sequence diagrams:
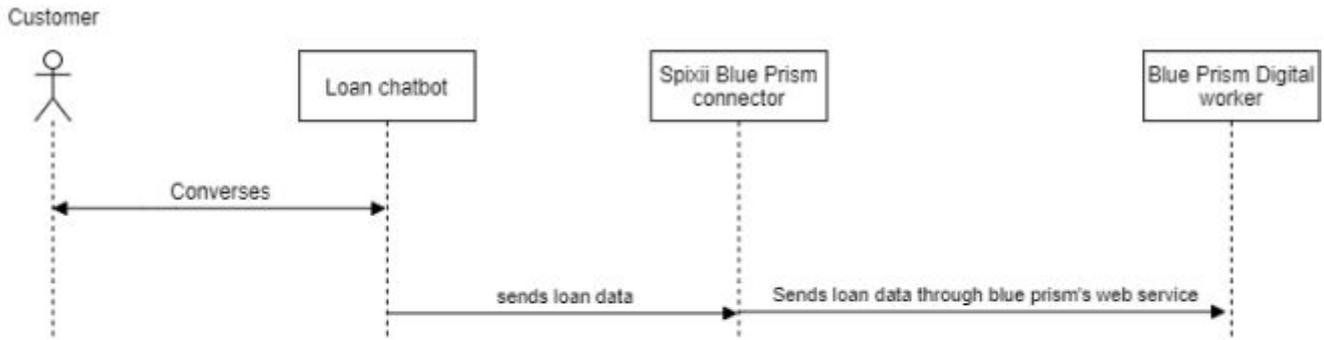
The applicant will access the chatbot either through a link or as part of the bank's website. The applicant will start conversing with the chatbot about his loan application. After the conversation ends, the chatbot, with the robust API call, will send all the conversation data to our blue prism connector. The blue prism connector will process the data and send them to the Blue Prism Digital Worker using the exposed web service.

The digital worker will then perform the relevant actions to save the loan application data while keeping logging information, easily managed by the Blue Prism RPA platform.
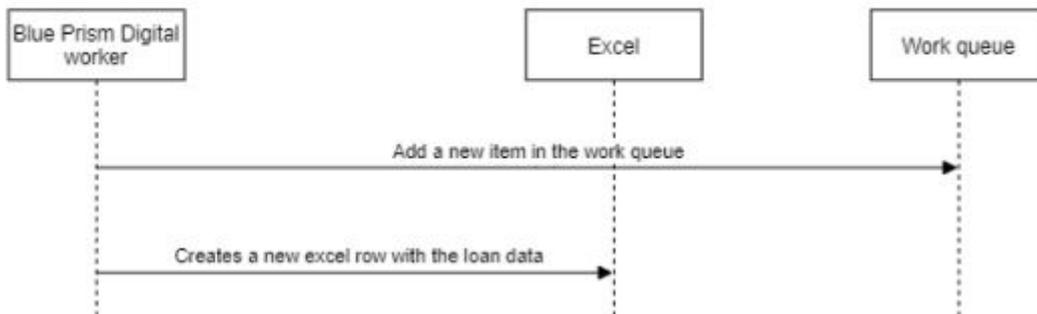
Blue Prism & Spixii platforms transform customer-facing processes while delivering amazing customer experience

Customers of the financial institutions will benefit from an efficient and guided digital experience all along the bank loan application process. Other Spixii solutions recorded a Transactional Net Promoter Score (TNPS) averaging above 70%, which is considered world-class.

Operational efficiency of core customer-facing processes will be enhanced:

Scalable and 24/7/365 accessible solution (40%+ chatbot interactions are outside working hours)	Increase the number of applications submitted at the same time and improve the response rate	Transform data collected by the solution in actionable insights using the Spixii Advanced Analytics

Summary

The Blue Prism Spixii Conversational Process Automation (CPA) platform integrations gives enterprises easy access to "drag-and-drop" artificial intelligence for Conversational Application for Banking Loan. The deployment of such a solution can be performed in a few days accelerating drastically the digitalisation and automation of key customer-facing processes.

About Spixii

Spixii is an award-winning Conversational Process Automation (CPA) platform transforming how customers interact with financial institutions. With renown expertise, customer-facing processes for insurance company and banks since 2016, Spixii accelerate the digitalisation and automation of core activities from the quote of financial products, self-serve change on existing products up to claims. For more information, visit www.spixii.com

About Blueprism

As the pioneer, innovator and market leader in Robotic Process Automation, Blue Prism (AIM: PRSM) delivers the world's most successful Digital Workforce. Blue Prism provides a scalable and robust execution platform for best-of-breed AI and cognitive technologies and has emerged as the trusted and secure RPA platform of choice for the Fortune 500. For more information, visit www.blueprism.com.