Shaping
the future
of digital
business

Get
started
guide

**Thought
Machine**

Google Cloud

GFT

Get started with GenAI Intelligent Assistant

Assistive technologies enabler supporting accessibility to banking services, leveraging Google Vertex AI

Next generation interfaces for retail banks

GenAI Intelligent Assistant is a conversational interface. Leveraging Google's GenAI platform Vertex AI and the core banking engine developed by Thought Machine, this offering has been designed to implement the next generation of interfaces for retail banking.

It utilises the capabilities of advanced AI Large Language Models (LLMs), allowing the user to flexibly phrase questions, provide category prediction, determine query type interface, understand the intent of the user, and generates a meaningful response.

This offering aims to reduce a bank's operating costs by providing customers with a new way of requesting services and managing their finances.

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Drive operational cost savings
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Delivering personalised support for customers

Banks have a high number of staff performing online bank assistant duties. A lot of these activities are redundant and repetitive. There is a need to increase the efficiency of customer service teams by freeing them from routine call / chat handling to focus on tasks that add more value.

Banks also need to drive operational cost savings, in order to reinvest in transformation-led initiatives that will enable them to drive customer acquisition and retention.

There is an increasing focus to significantly improve the customer experience compared to traditional AI-based chatbots, delivering more personalised and trusted support.

The GenAI Intelligent Assistant is implemented with:
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- A front end implemented in React
- A gateway and authentication system using JSON Web Tokens (JWT)
- An orchestration engine running on GKE that manages the interaction of the system with the LLMs
- An integration layer that manages streamed updates from the core banking system by managing a transaction store, allowing access to 'single source of truth' data.

The benefits of our GenAI Intelligent Assistant
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Secure and reliable

1. Reduced operating costs by providing customers with a new way of requesting services and managing their finances
2. Improved customer engagement and satisfaction with improved net promoter score (NPS) ratings
3. Quicker access to services and improved overall service performance
4. Improved employee experience – reduction of repetitive tasks, focus on higher value tasks, change of role from policy implementer to troubleshooter

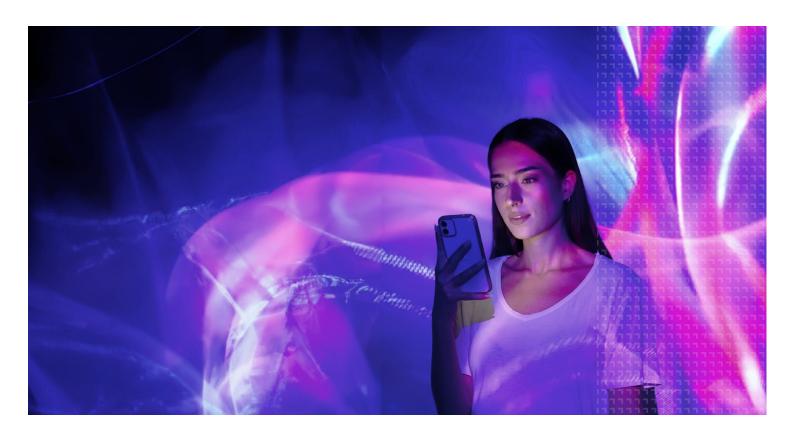## Our partners

Thought Machine

Google Cloud

Thought Machine is becoming the de facto option for tier 1 banks undertaking core transformation, as well as smaller banks and fintech challengers who are redefining the industry.

Google is driving the art of the possible with GenAI through their offerings including Gemini, Vertex AI and PaLM API. These are value-added services based on Google Cloud technologies through which banks can leverage Gen AI and LLMs.

GFT is the preferred integration partner for many clients worldwide, utilising expertise in innovation, AI and specialist engineering skills. As part of GFT's AI.DA marketplace, there are a number of use cases that banks can build on top of the Gen AI Intelligent Assistant.

Together, with the GenAI Intelligent Assistant, Thought Machine, Google and GFT can deliver significant value, cost efficiencies and innovation for banks.

Our experts

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About GFT – Shaping the future of digital business

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GFT is a digital transformation pioneer. By leveraging next-generation technologies, we enable clients to boost their productivity with intelligent software solutions. We focus on digital finance, enterprise AI and data solutions, and platform modernisation.

With locations in 20 markets around the globe, GFT ensures proximity to its clients. The company draws on over 35 years of experience and a global team of over 12,000 determined talents.

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