

# Chatbots for **regulatory assistance**

## CASE STUDY



### About Client

Leading financial  
institute



### Industry

Financial Service



### Service

Data and analytics

## Business **Need**

Drive member engagement by providing them on-demand easy access to key regulatory information

## Business **Challenge**

Our client would receive queries with regards to operations, circulars and compliance from over a thousand members daily. To serve this need, client had a static database and deployed a customer

support team. However, this didn't meet member's expectations to get quick relevant answers to complex regulation queries – severely hitting the customer satisfaction quotient.

## Business **Solution**

NSEIT addressed this by creating a custom conversational chatbot which would function as a digital query assistant and deliver relevant & contextual information in real-time.

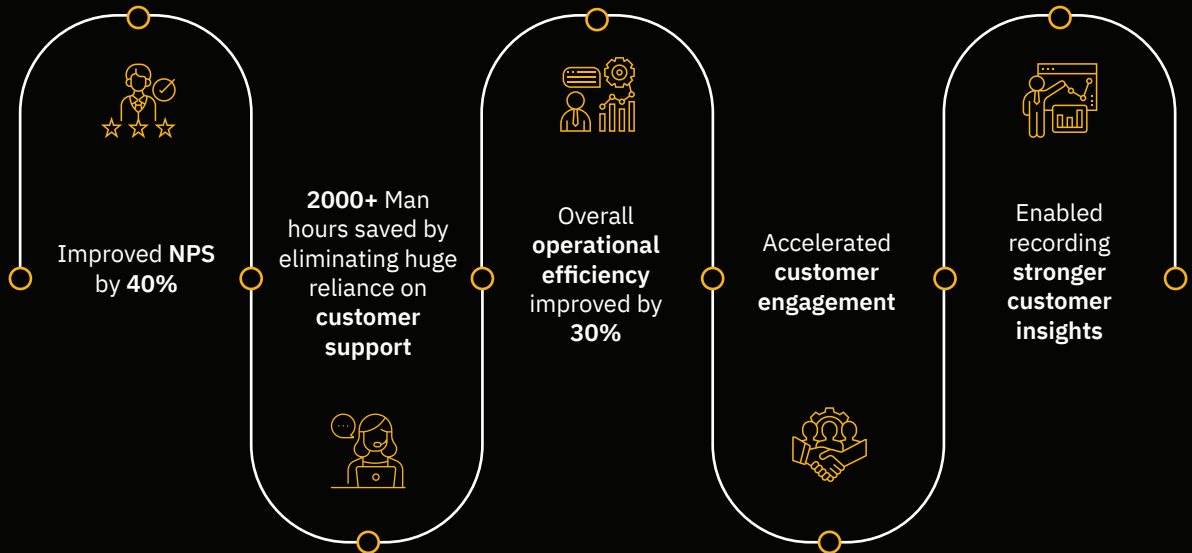
This was achieved by utilizing Natural Language Processing and creating a knowledge engine & response framework of circulars, processes & regulation documents.

Further, input from the chatbot database led to an analytics powered dashboard which was created to help our client get a 360 degree view of the top areas in which queries are asked, type of queries vis-à-vis member types – leading to stronger customer insights & data-driven business decisions.

## Tech **Stack**



# Business **Impact**



## About **NSEIT**

**NSEIT Limited** is a digital native technology company that engineers world-class solutions to help our global customers accelerate their digital transformation journeys. Our key service pillars are Application Modernization, Business Transformation, Data Analytics, Infrastructure &

Cloud Services, and Cybersecurity, through which we create intuitive digital experiences and tangible business impact. For over two decades, our innate drive for excellence has made us the partner of choice for global organizations. At NSEIT, we fuel digital progress.

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