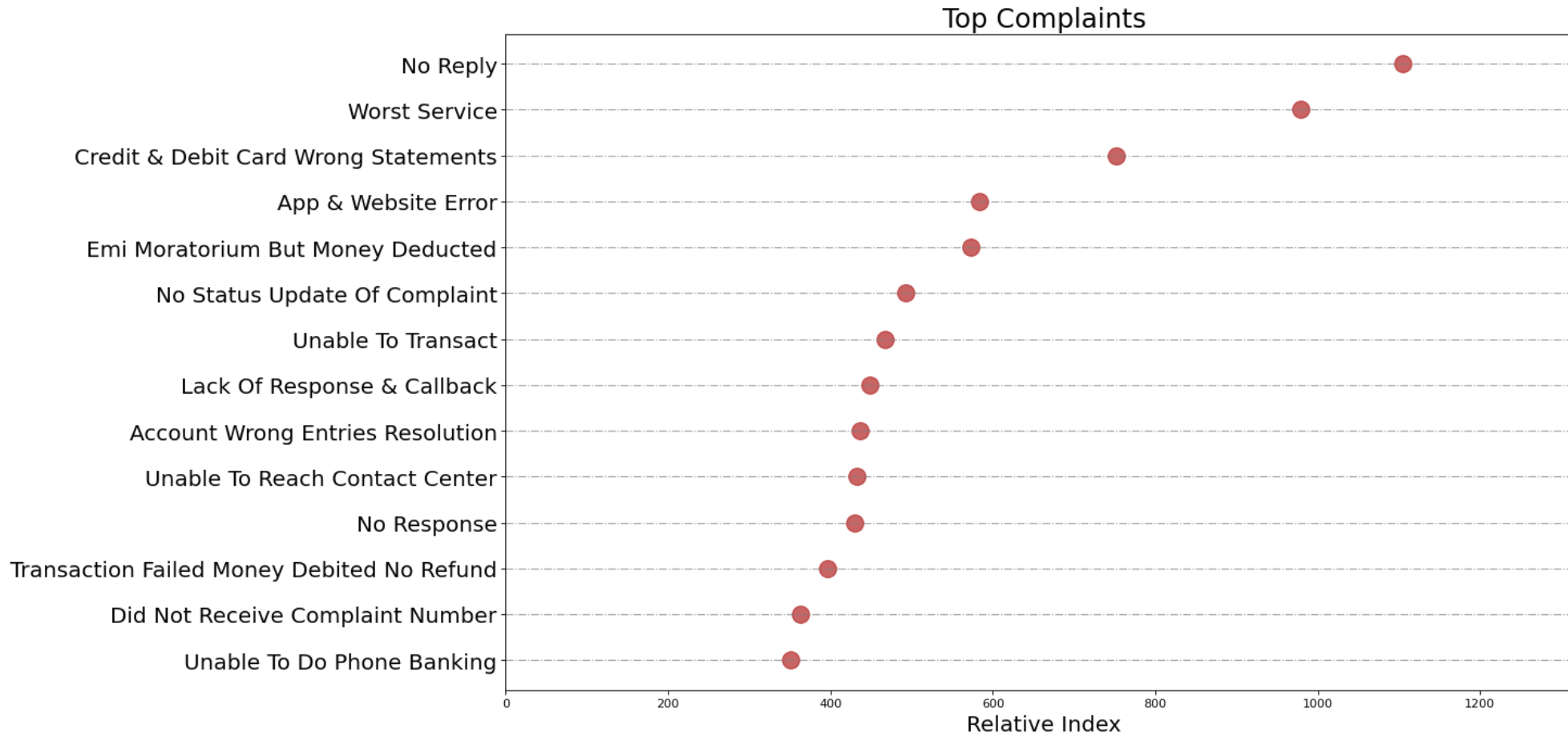


# Basic issues **plague** banking service levels



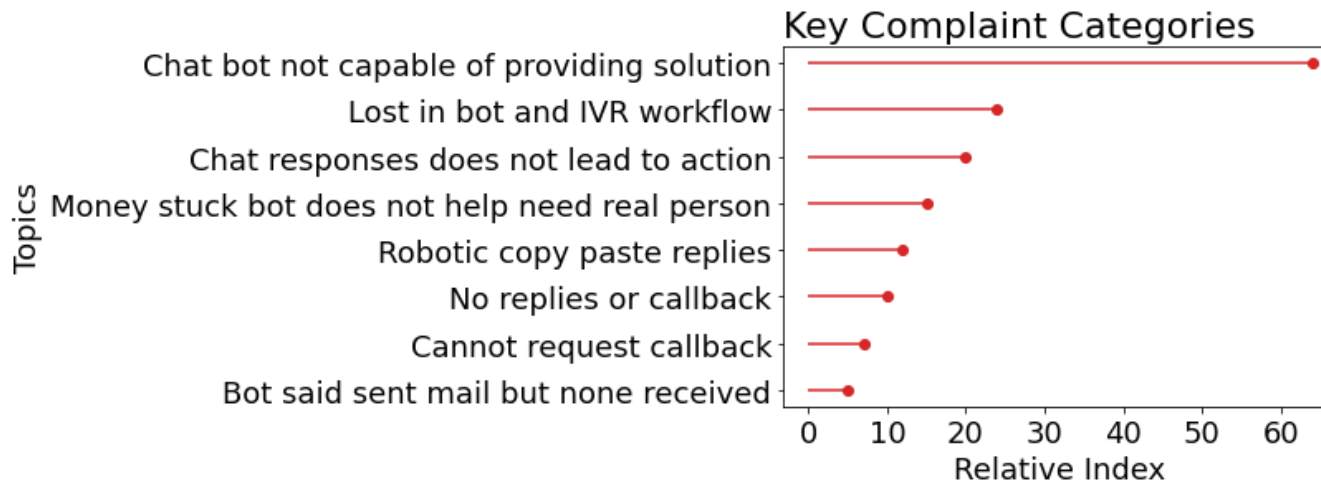
Customers want basics to be right

- **Agility**
- **Promptness**
- **Setting right quickly**
- **Human touch**
- **Follow through**
- **& close the loop**

## Banking Interfaces

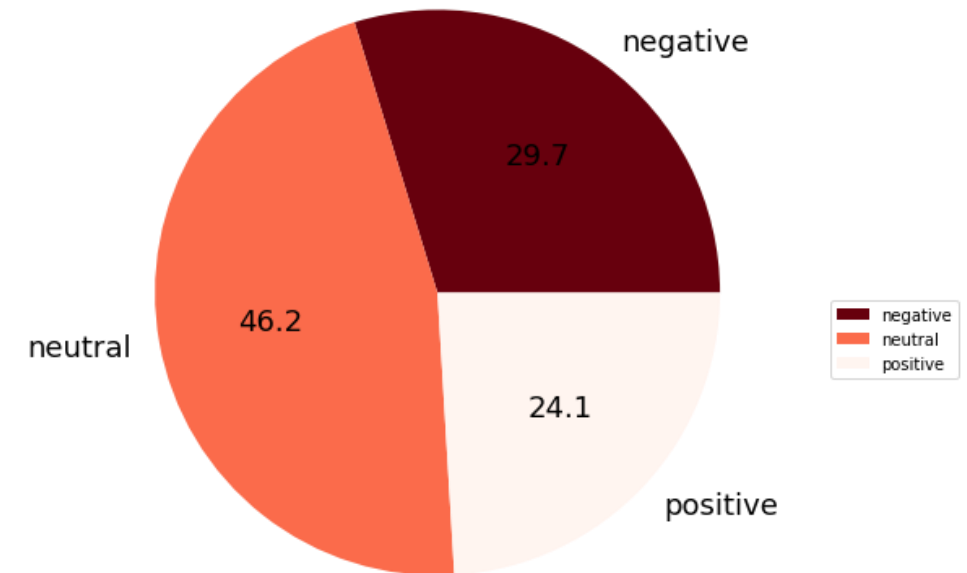
# Chabot as a **response** falling short

Money issues solved with robotic responses a big disconnect



Low levels of positivity around it

Sentiment (%)



## Banking Interfaces