# Revolutionise the Banking Journey

Countless banking and financial companies are tapping on AI and real-time communications to increase business efficiencies and security while maintaining the human touch.

Here is an example of how AI, when paired with live video, can enhance the eKYC workflow, speed up customer onboarding and improve customer experience

Opening Bank Account

Self-Service Onboarding

Identity Card

Smile to the camera
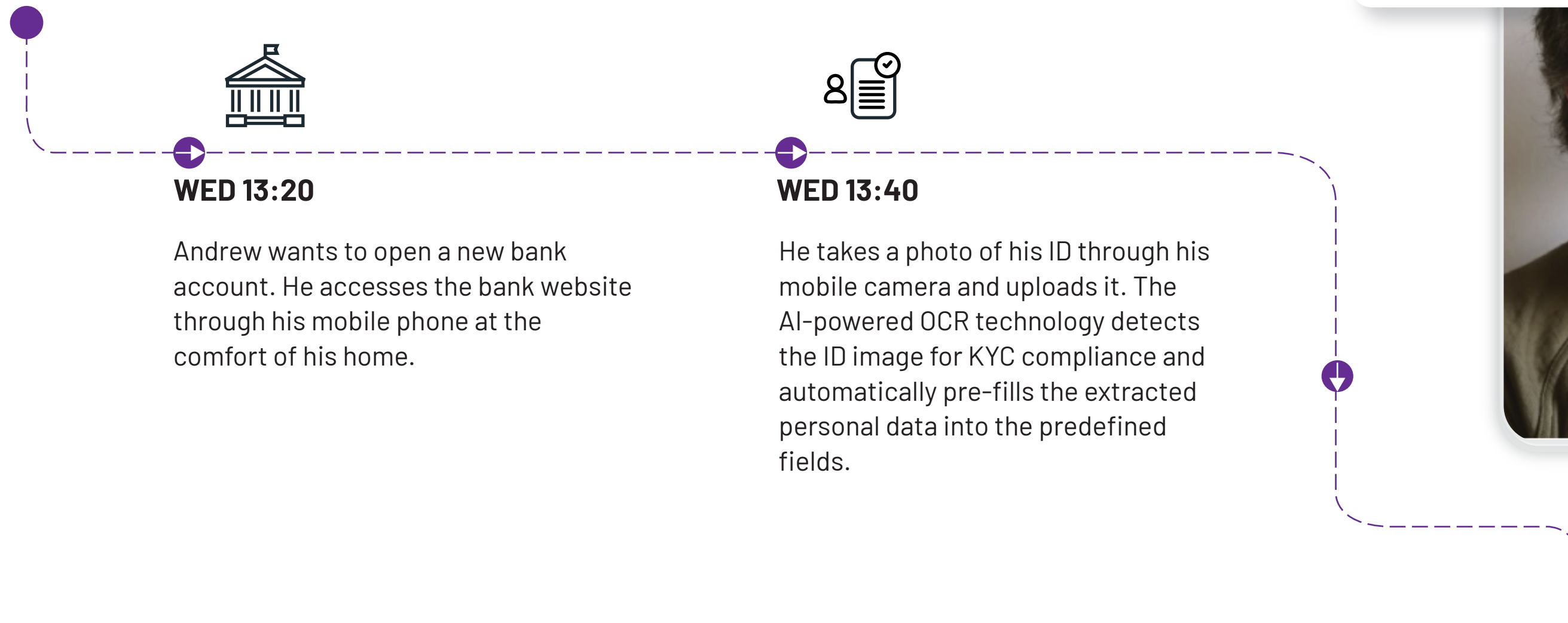
WED 13:20

Andrew wants to open a new bank account. He accesses the bank website through his mobile phone at the comfort of his home.

WED 13:40

He takes a photo of his ID through his mobile camera and uploads it. The AI-powered OCR technology detects the ID image for KYC compliance and automatically pre-fills the extracted personal data into the predefined fields.

WED 13:50

A live video recording is then conducted where Andrew has to look at the camera and answer some pre-defined questions.

WED 13:45

The system prompts Andrew to validate the prefilled data and provide inputs for the mandatory fields.

THUR 09:30

Through facial recognition and biometric analysis, it performs an identity check by matching the video to the picture captured from the ID. With this, the bank can validate that the registering person is not some fraud who's trying to fake the biometrics of Andrew.

FRI 10:00

Within minutes, Andrew receives a notification that his account has been successfully registered.

10:30 AM   100%

Andrew
Total balance   **$267,345**

Personal information

Call to the bank

Bank appointment consultation

Bank cards