

46% of Banking Customer Inquiries Resolved by AI

Scaling customer support during a major digital banking migration with TP.ai Connect



CLIENT PROFILE

Sparda-Bank West maintaining service continuity during digital

The bank operated a high-volume, customer care function while managing a critical online banking migration. It needed to maintain uninterrupted customer support while onboarding users to a new digital environment, under tight timelines and strict compliance requirements.

BUSINESS CHALLENGES

Managing AI-enabled service continuity

During the migration period, the bank faced a sharp increase in inbound customer contacts while operating under compressed delivery timelines and complex knowledge requirements.

Migration surge A rapid increase in call volumes driven by customer onboarding and online banking changes	deploy a scalable solution without disrupting live operations
Time-to-Go-Live A six-week window to	Knowledge complexity Over 500 knowledge articles required for accurate, compliant customer support

SOLUTIONS IMPLEMENTED

Agentic AI voice support orchestrated through TP.ai

TP deployed an agentic AI voice bot as the first-contact of customer support, orchestrated through TP.ai Connect. The solution autonomously handled general inquiries and common online banking issues, while integrating seamlessly with human experts when escalation was required.

Agentic AI voice agents
Autonomous voice agents managed first-level customer contact, ensuring consistent handling at scale

Knowledge base integration
The solution was trained on more than 500 knowledge articles, enabling accurate responses across banking services and FAQs

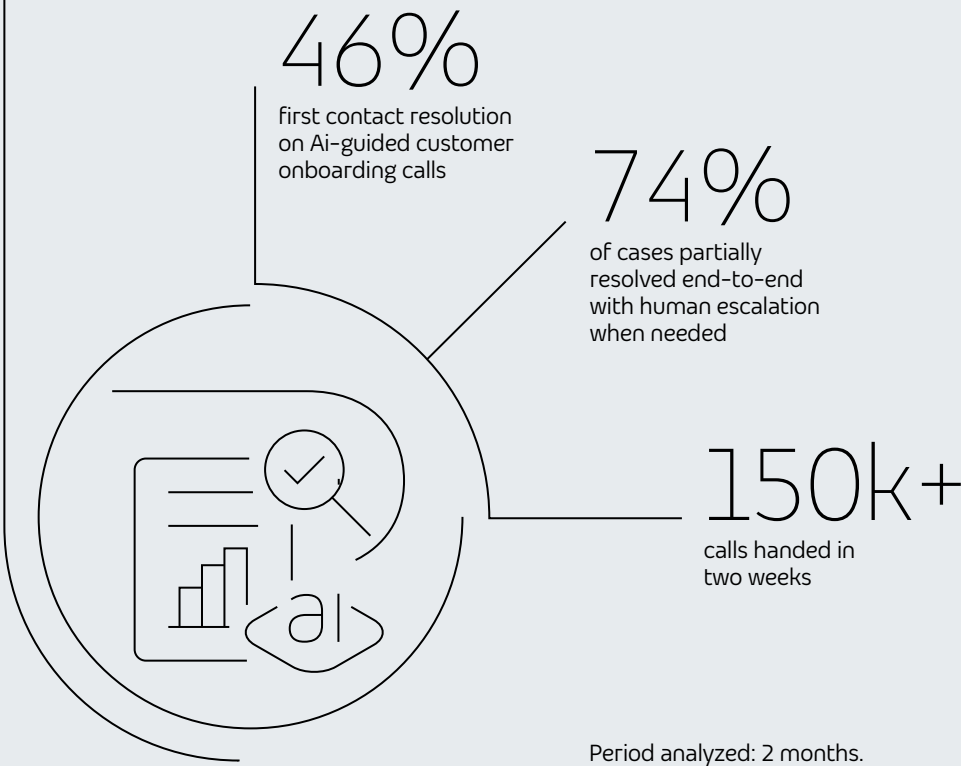
Guided digital onboarding
Step-by-step support for registration, device activation, and first login reduced customer friction during migration

Secure rapid deployment
Implemented in six weeks with built-in compliance, quality assurance, and monitoring across all interactions

REAL RESULTS

Scalable automation without service disruption

By orchestrating agentic AI and human expertise through TP.ai Connect, the bank absorbed unprecedented call growth while preserving customer confidence during a critical transformation phase.



TP.ai Connect enables trusted Human + AI collaboration at scale.

We orchestrate agentic AI and human expertise across front and back-office workflows, delivering faster resolution, lower cost-to-serve, and consistent customer outcomes through a secure, enterprise-grade operating model.

Contact us

to discover how TP.ai Connect helps you operationalize AI safely, scale intelligently, and drive measurable business results.