



# i-Mobot

## Social Media Banking

For WhatsApp Banking Social Media Bot

Customize  
API / Microservices  
development &  
support

User friendly  
social media  
bot available on  
WhatsApp

Dedicated  
WhatsApp number  
and end to end  
encryption

Multilingual  
Support &  
Seamless  
Integration

Digitalization has been reshaping the Indian banking industry over the past few years, aided by the emergence of newer distribution models and the overall development of our nation. At IDBI Intech, we are taking advantage of the fast emerging parallel and complementary ecosystem by investing in and implementing useful, customer friendly digital products and solutions.

i-Mobot is a hybrid interactive service platform developed to integrate with various social media platforms. This award winning platform is designed in such way that they are identical, reusable and secured. The solution is developed using state of the art design using open source technologies. Considering the target user base in social media space through the voluminous interactions it will not require large infrastructure for implementation and it all depends upon the business size of the client. This intelligent product currently supports 4 regional languages and this number can be extended further.



Integrating Disruptive Technologies

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Customers can avail various banking / enterprise services using a social media application of their choice from the available ones. Availability for the variety of platforms enables banks / enterprises to maximize their reach. It also supports push message mechanism that allows bank / enterprise to send offers, services and alerts to its customers. The service model will be common for different social media platforms, thereby saving time and infra for the Banks / enterprises.



WhatsApp being the most popular and commonly used social media platform in India, we are focusing on providing quick banking / enterprise services on WhatsApp. Through WhatsApp customers can avail a host of services easily, faster and via secured platform. WhatsApp makes it easy for customers to manage their banking / enterprise service needs from anywhere. As of now, we are serving over 2 lakh customers.



Know Customer ID, Balance Enquiry, Mini Statement, Account Statement Download, Cheque Status Enquiry, Stop Cheque Payment, Debit Card Blocking Request, Issuance of Cheque Book

i-Mobot expedites digital onboarding seamlessly through various social media platform such as Whatsapp Banking. Communication becomes faster, easier, and more engaging. Implementation on WhatsApp provides personal consultation and direct contact to customers and to keep communication flowing.

#### KEY FEATURES:

- ★ Instant Messaging Chatbot based banking / enterprise service
- ★ Services Model is built on open source technology framework
- ★ Built in API management for plug and play service implementation
- ★ Instant and seamless implementation with limited dependency
- ★ Supports both session and push messaging
- ★ Built in language control component to convert scripts

#### The Intech Advantage:

- Wholly owned subsidiary of IDBI Bank Ltd. with major focus on Banking and Financial Sector
- Satisfied customers from leading Banks and Financial Institutions
- 1,200+ Strong Techno-functional experts
- Domain and Technology experts with over 20 plus years of experience
- Development & Knowledge Center in Navi Mumbai & Pune
- Offices in Mumbai, Pune, Delhi, Chennai & Hyderabad



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