

July 11, 2018

HDFC Bank has won the “Nasscom AI Game Changer Award” for Innovative Application in AI in the Bank’s ‘Virtual Agent Engine.’

(From R-L): Mr. Pankaj Mishra, AVP - Digital Innovation, HDFC Bank and Mr. Kiran Gadhari, Head - Digital Innovation and Mobility Banking, HDFC Bank accepted the award on behalf of the Bank at the NASSCOM Artificial Intelligence Game Changer Awards 2018 held on 11<sup>th</sup> July in Taj Yeshwanthpur, Bengaluru.



HDFC Bank’s ‘Virtual Agent Engine’ is the backbone of several products and services that enhance experience of banking transactions for our customers.

Chatbot EVA, launched by the Bank in March 2017, is the first Artificial Intelligence (AI)-driven chatbot for Customer Service. Powered by ‘Virtual Agent Engine,’ chatbot EVA can answer millions of customer queries across multiple channels instantly. EVA can assimilate knowledge from thousands of sources and provide answers in simple language in less than 0.4 seconds.

EVA (Electronic Virtual Assistant) has answered more than 70 lakh user queries with over 89% accuracy.

Earlier this year, HDFC Bank successfully integrated chatbot EVA with Amazon Alexa and Google Assistant to give our customers instant access to information using the simplicity and convenience of a voice conversation. EVA is also available on IRA 2.0, the Bank's humanoid.

The 'Virtual Agent Engine' also powers HDFC Bank OnChat, the social commerce chatbot on Facebook Messenger. Launched in December 2016, customers can use OnChat to transact and use services by simply chatting with the bot.

Using HDFC Bank's OnChat on Facebook Messenger, customers can:

- Mobile and household bill payments
- Recharges (Mobile / Data / DTH)
- Movie Booking
- Bus Booking
- Stock Price Search
- Forex Card Purchase
- General Insurance Purchase
- Basic Banking transactions
- Deals and Offers

EVA, OnChat, and other initiatives such as Recruit Bot, Intelligent Robotic Assistant (IRA) – a Humanoid, span across functions like customer service, banking transactions, employee training and engagement, recruitment, operations, analytics and e-commerce, and payments.

This is a demonstration of HDFC Bank leading the way in adopting AI to revolutionise how banking transactions can be undertaken – to provide convenience and experience to customers.