



Banking Industry

Virtual Financial Assistant Solution



OVERVIEW

Stallion.AI, a premier provider of integrated AI solutions to the MENA region, is pleased to provide a Technical Document to explain the Stallion approach to integration and deployment of a mobile online digital assistant (“chatbot”) service.





Chatbot videos

<https://www.youtube.com/watch?v=XCdcE8iG9wY>

<https://www.youtube.com/watch?v=5G73Dsy9D4U>

STALLION.AI VIRTUAL ASSISTANTS FOR BANKING, HOSPITALITY, RETAIL AND E-COMMERCE

Stallion.AI builds superior chatbots and automated assistants that engage your customers, increasing their satisfaction while reducing costs.



These intelligent agents can answer questions, enable financial transactions and contact the right employee if human intervention is required. Provide your organization's services 24 hours a day, seven days a week, where your customers are and in the languages that they speak. Ensure a consistently strong customer experience.

Stallion.AI chatbot solutions can handle complex queries and commands; integrate with your database and with other applications; provide you with analytics that tell you what your customers are doing, what they like, and what they might want to do and buy next. Talk to us about a custom solution that meets your needs.

Our pricing starts around \$10,000 for robust English text-based assistants, and scales based on the complexity of natural language processing (NLP) required, the number of languages, voice/speech processing, and the degree of integration with other apps and systems.

TECHNICAL SPECIFICATIONS AND CONFIGURATION OPTIONS

Stallion.AI will configure, customize and deploy your automated assistant to meet your needs.

- On premises or in the cloud (e.g., AWS).
- Receive customer or employee queries over voice or text; via mobile or desktop platforms.
- English, Arabic, multilingual.
- Use 3rd-party NLP tools like DialogFlow, or keep your data private with a proprietary model.
- Integrate with scheduling/reservations, payment, accounting, HR, ERP or other business applications, or with Stallion.AI advanced document understanding solutions (to automatically process customer-submitted applications and other forms and documents).



WHY STALLION.AI ?

Stallion.AI's team of AI thought leaders, PhD data scientists and software engineers have decades of experience delivering top-shelf artificial intelligence and deep learning solutions to leading private and public sector organizations worldwide.

We have performed and published research in the fields of natural language understanding, sentiment analysis, recommendation systems, machine vision and more.

Stallion.AI has sophisticated proprietary word embedding models for Arabic and other languages, and powerful methods for handling specialized vocabularies (technical, legal, specialty retail, medical).

Our rapid deployment framework allows for flexible, iterative, and continuous deployment of project prototypes and solutions, with clear

and agreed-upon milestones, while ensuring production-ready quality upon integration and hand-off to clients.

From requirements analysis and system design through backend configuration... from conversational strategy to NLP model development and testing... to control panels and REST API... the Stallion.AI team will provide you a complete solution that you can trust.

Let's talk about your requirements and get you a quote!

STANDARD PROJECT BREAKDOWN

Below is an example of a standard chatbot project task breakdown. Your project may differ slightly, depending on your specific requirements and IT infrastructure.

Milestone	Item
1.1 Requirements, Data Audit, Design, Backend Configuration	Detailed Requirements & System Architecting
	DevOps: Installation and spin-up of development environment, SSH key installation, SSL certificates for Jupyter notebooks and secure development environment, all relevant libraries installed and configured.
	ETL: Connection to databases, copy to/from development environment
	Data Audit: Verify quality and quantity of data for NLP/NLU model(s)
	Data Preprocessing
1.2 NLP and Conversational Intelligence	Model and Conversational Strategy Design and Training
	Model Evaluation: Detailed analysis report, including analysis of accuracy (e.g., of interpreting intents & entities), robustness, etc.
1.3 Integrations and Control Panel	Model Validation: Testing and tuning on never-before-seen queries data, with corrections or revisions
	Integrations and Control Panel: Integration with mobile app, DB, scheduling tool, other(?) Control panel design, implementation, testing
1.4 Deployment	REST API: Also, cost-benefit analysis will be performed in order to decide how to deploy with the desired response times and cost characteristics
	Project report: Explanation of libraries, design rationale, instructions, and functionality
	Knowledge transfer: Team meetings, walkthrough, and code reviews. Stallion.ai will spend the time throughout the project to transfer knowledge to key staff.
1.5 Support	6-month deployment support

CUSTOMER ACCEPTANCE CRITERIA

The deliverables will be measured against rigorous customer acceptance criteria, typically including the demonstrated robust recognition of user intent and handling of queries and actions

DELIVERABLES SCHEDULE

- Detailed breakdown of effort on the project with update emails, meetings, or other mutually agreed communication.
- For standard implementation and typical scope, delivery is between 4 and 6 weeks.

POSSIBLE ADDITIONAL FEATURES

- Additional languages for UAE and beyond (Arabic, other).
- Voice/speech processing for user convenience and as one of several accessibility improvements for handicapped customers.
- Integration with additional systems.



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