

Elena: Advanced Conversational AI for Card

Personalized card support with intelligent insights & actions



Overview

Elena is an advanced Conversational AI platform for card support. With Elena, issuers can rapidly launch banking-grade intelligent card assistants with out-of-the-box capabilities for personalized support, insights and actions across the card lifecycle.

Elena transcends the rigidity and lack of personalization of the static menus, forms, and workflows presented by current digital interfaces across chat, IVR, and live agents. It leverages AI models that enable intelligent, natural conversations, recognition of user intent, and context continuity in conversations without the constraints of pre-defined scripts.

Elena also offers issuers the ability to easily build custom intent classification flows and continuously evolve their AI-powered support capabilities over time. This allows them to stay ahead of the curve and differentiate their customer support.

Support Capabilities

- **Knowledge-Driven:** Product information | Service inquiries | Policy questions
- **Data-Driven:** Transaction status | Card activation | Balance inquiries
- **Insight-Driven:** Spend analysis | Category insights | Usage patterns
- **Action-Driven:** Payment processing | Dispute filing | Card controls

Intelligence Beyond Scripted Chatbots



Natural Language Understanding

no rigid menus, forms, or scripts



Banking-Grade Security

with multi-layer controls to prevent hallucinations



Seamless Escalation

with context handover to human agents



Context-Aware Conversations

just like a human agent



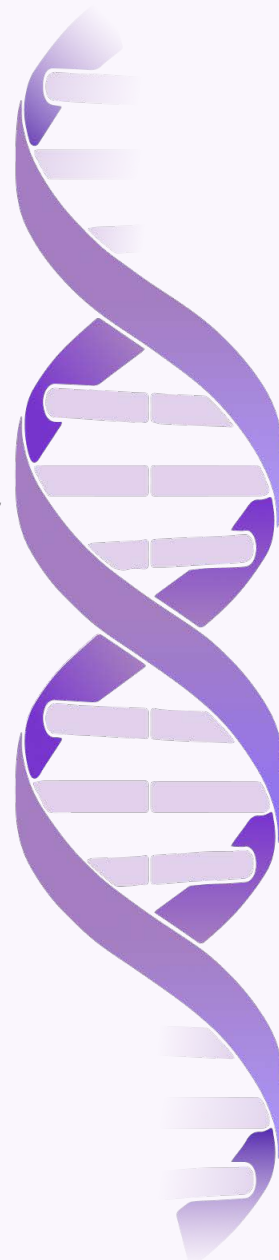
Real-Time Processing

through direct integration with card systems



Adaptive Platform

with 3-layer architecture that allows scaling and evolution



Enterprise and Banking Ready Features

Banking Grade Guardrails & Control

- Intelligence trained on issuer knowledge base
- Multi-layer hallucination prevention

Security & Compliance

- PCI-DSS compliant
- SOC 2 Type II certified

Deployment & Integration

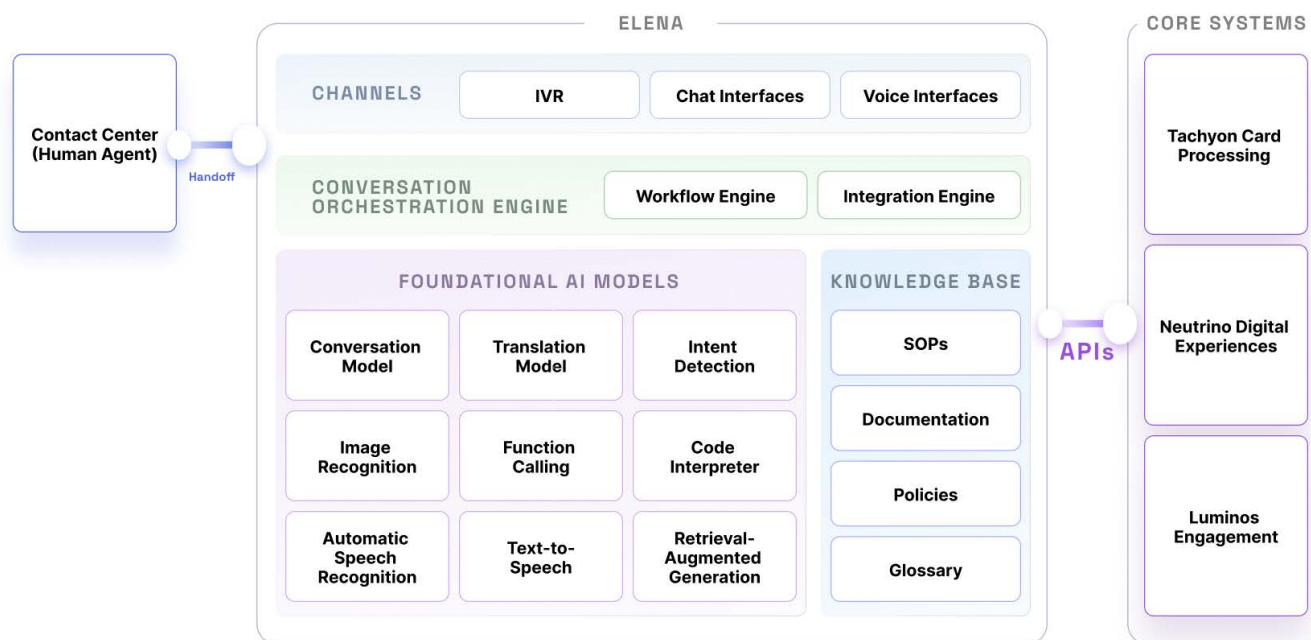
- Omnichannel support (voice & chat)
- Embeds in mobile/web apps
- Integrates with major contact center solutions like AWS Connect or NICE

Monitoring & Control

- Real-time monitoring
- Audit trails
- Performance dashboards
- Interaction analytics

Multi Layer Intelligence Architecture

Elena is responsive, extensible and scalable by design. Its integration with Zeta's processing platform Tachyon enables swift deployment of new workflows, while its AI models can evolve independently to incorporate newer capabilities across channels.



Next Steps: Launch Intelligent Card Assistants with Elena

Accelerate customer service quality and realization of value from AI adoption by launching banking-grade intelligent assistants with Zeta's Elena.

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Schedule
a meeting

