

Ask Genie

A ready reference tool for employees' use.

Who will benefit from 'Ask Genie'?

Banks, Insurance, NBFCs, Micro Finance, Small Payment Banks, Cooperative Banks, and, Organizations where processes run in volumes.

Let us understand the product in a banking scenario., where process manuals run in many pages, and number of processes are also high..

The challenge

The central bank and other regulatory authorities provide broad guidelines under which the banks and other financial institutions operate. Individual banks draft their own policies around the products they offer. Unless an employee is repeatedly performing a task, any new work that is encountered will leave the employee seeking guidance from the seniors or referring to the process manuals which generally run over many pages. This is not only time consuming but also will annoy the customers waiting for service.

Another instance can be where an employee joins a new bank. There will be many situations where the process guidelines are different from what he/she was earlier acquainted with in the previous organizations.

The Solution

It will be a good proposition to have a reference point from where clarifications can be sought at fingertips. Ask Genie is a reference portal that helps operating staff as they attend to customers and execute transactions. By keying in a few key words, the employee gets to receive the clarifications and will also get to view important information related to the query. The related forms and formats are made available, and the employee can choose to print and deliver to the customer. With each additional key word, the response gets refined and is displayed, thereby helping the employee access content specific to his/her query. This is a way ahead approach than referring to a process circular. Here are a few example queries an employee may seek clarification for.

1. What is the process to follow when you receive a notice from police?
2. What is probate?

3. How do you deal with a letter from banking ombudsman?
4. Customer lost his locker keys. How will you advise him?
5. You are informed of the death of your customer. What are you supposed to do?
6. You observe that there is shortage in cash. What is the procedure to follow?
7. In case of a death of a customer, what documents need to be collected from successors?
8. What is nomination? You need the nomination form for delivering it to the customer.
9. What is the system option for stopping payment of a cheque?
10. Who is the approving authority for deviation in process?

Other Related Information

The tool is built on open-source technologies with suitable program extensions.

Apart from the tech platform, the content plays an important role and what we offer is a completely customized solution.

Contact Us

For additional information related to the product, please write to product@fervourtechnologies.com