WHITE PAPER

Enabling Automation in Partnership With People

A Roadmap for Augmented ServiceDESK

19 Fulton St., NYC, New York 10038
(646) 813-0694
www.quinteft.com

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Introduction

Financial institutions across the nation are under pressure to do more with less. Rising compliance requirements, hybrid accountholder expectations, and increasing cyber threats demand always-on service, faster turnaround times, and error-free support. Services sit at the intersection of these needs, yet many remain under-resourced and overwhelmed.

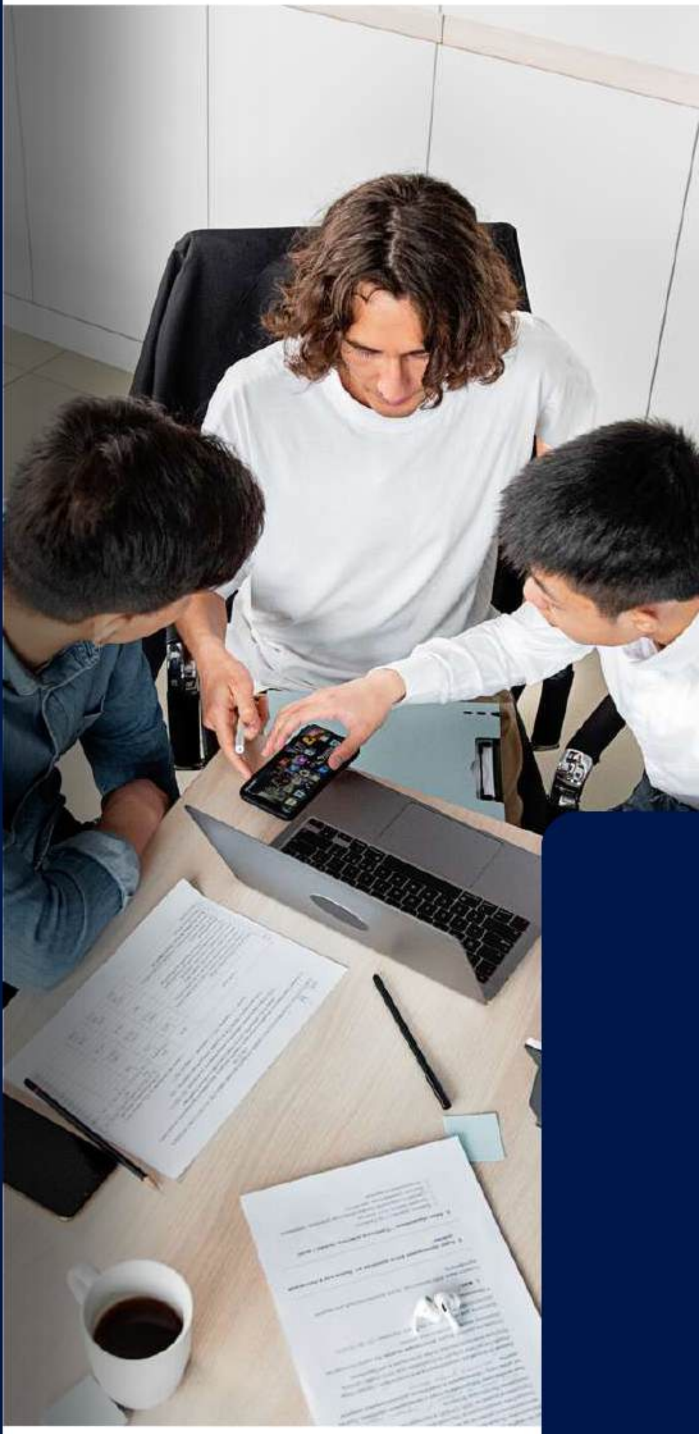
According to McKinsey's 2024 Financial Operations Report, **67%** of financial institution executives report "significant stress on their internal support teams," and 58% plan to increase automation spending in 2025. However, automation should not mean elimination. The future is augmented, not automated-only.

Automation Trends in Financial Institutions

The financial services industry is rapidly embracing intelligent automation:

- **55%** of financial institutions have adopted AI-based ticket resolution in some capacity (Deloitte, 2023)
- **80%** of routine services can be automated without human intervention (Gartner, 2024), yet only 37% of financial institutions feel they have effectively balanced automation and human service (Capgemini, 2023)

The challenge lies in scaling automation without compromising compliance, empathy, or decision quality, areas where human expertise remains essential.



Source: Gartner, "State of Automation in FSIs," 2024

Challenges Faced

- **Regulatory Complexity:** Compliance with GDPR, FINRA, PCI DSS, and other mandates requires nuanced interpretation and escalation pathways.

- **High Ticket Volumes:** Password resets, KYC verifications, transaction discrepancies, and fraud alerts flood existing services.

- **Accountholder Expectations:** B2B and retail banking clients expect 24/7 support with near-instant resolutions.

- **Legacy Infrastructure:** Many financial institutions operate on outdated systems, complicating seamless integration with AI tools.

- **Retention and Burnout:** Service executives report high stress and burnout, with turnover rates exceeding 30% in financial tech support roles (ServiceNow Financial Insights, 2024).

Source: ServiceNow, "Financial Services Help Desk Report," 2024

The Augmented ServiceDESK Model

An augmented ServiceDESK does not replace humans; it empowers them. It helps experts to focus on high-value support, compliance exceptions, fraud cases, and personalized services.

Core components include:

- Streamlined workflows to reduce complexity
- Faster turnaround times for improved responsiveness
- Enhanced service delivery without additional overhead
- Expert-driven workflows for complex or regulated scenarios
- Smart escalation paths based on sensitivity and accountholder profiles

Financial Institutions implementing this model have acheived:

- **40 to 60%** reduction in ticket backlog
- Up to **50%** improvement in SLA adherence
- **30%** faster onboarding for new accountholders through automated identity verification flows

Overcoming the Fear of Automation

Myth 1: AI is Inflexible in Financial Contexts

Modern AI can be trained in industry-specific data, ensuring contextual accuracy. Paired with rule-based controls and audit trails, it aligns with strict financial governance.

Myth 2: Accountholders Hate Bots

Accountholders dislike bad automation. When appropriately used, bots resolve issues quickly and escalate when needed, enhancing satisfaction. CX scores rose 21% on average post-bot implementation when paired with human backup (IBM, 2024).

Myth 3: Automation Cuts Jobs

Automation redefines roles, allowing staff to become SMEs, escalation experts, and accountholder advocates. A PwC report (2024) shows that 78% of financial institutions deployed automation reallocated team members to more strategic functions.

Sources:

PwC, “Workforce Redefinition in Banking,” 2024

IBM, “Customer Experience in AI-Enhanced Support,” 2024

Strategic Roadmap to Augmentation

To deploy automation effectively in your services:

Assess Your Ticket Landscape

- Categorize by volume, complexity, and risk

Automate Low-Risk, High-Volume Tasks First

- E.g., password resets, account unlocks, and basic transaction status queries

Design Escalation Playbooks

- Ensure bots know when and how to hand off to humans

Train, Don't Replace

- Upskill teams on new tools and augment their roles with more authority and insights

Measure Effectively

- Beyond MTTR, track NPS, agent engagement, audit compliance, and resolution quality

Why Choose Quinte's ServiceDESK?

Quinte's approach to ServiceDESK for financial institutions blends cutting-edge technology with deep financial services expertise.

- **Human-Centered AI:** AI tools with anonymized financial scenarios are trained to ensure domain relevance, and credentialed professionals handle escalations.
- **Regulatory Readiness:** All workflows are designed to align with industry standards like SOC2, GDPR, GLBA, and PCI-DSS.
- **Cost Optimization:** Outsourcing to Quinte reduces operational costs by up to **45%** while maintaining support integrity.
- **Expert Services:** Quinte integrates credentialed compliance officers, fraud analysts, and experts into every deployment, ensuring quality does not suffer as automation scales
- **24/7 Support:** Quinte delivers round-the-clock assistance, ensuring financial institutions always have access to assistance and uninterrupted customer service.

Strategic Advantage

Quinte stands out in the financial services industry by offering a comprehensive approach to the ServiceDESK, promising of automation by incorporating both technology and human oversight. Quinte ensures that service level agreements (SLAs) are consistently met while maintaining high responsiveness and accountholder satisfaction standards. This balanced model empowers financial institutions to streamline operations, improve service quality, and adapt quickly to changing business demands.

Conclusion

Automation is not about replacing people; it is about freeing them to do what they do best. By implementing an augmented ServiceDESK, financial institutions can strike the perfect balance between speed, accuracy, empathy, and innovation.

Next Steps

Quinte invites financial institutions to explore how its ServiceDESK can:

- Accelerate digital transformation
- Improve service KPIs
- Empower your workforce, not eliminate it

Connect with us to Learn More

(646) 813-0694

www.quinteft.com

info@quinteft.com

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