

## Resolve simple queries automatically

Client service and operations teams across financial institutions have three key goals:

- Generate capacity within teams to reduce costs and focus resources on value-add activity.
- Improve client experience to remain competitive and retain business.
- Reduce financial, reputational and regulatory risk by increasing operational efficiency.

### By unlocking the power of your API, you can:

- **Eliminate 30-40% of your daily enquires** – simple but time-consuming questions such as “What is the status of my trade?” can be resolved automatically.
- **Generate more capacity** – free up time in your teams and refocus resources on other tasks in the business.
- **Provide your clients with better service** – clients can self-serve and receive answers to their queries faster, reducing resolution times.
- **Avoid human errors** – by removing the need to manually copy and paste or re-key data.
- **Get more from your investment** – many financial organisations have built external APIs that can access the data to answer simple queries, but few take full advantage of it.

One of the biggest barriers to achieving these goals is solving operational issues in an effective and timely manner. Simple queries require agents to spend valuable time verifying the client, retrieving and re-keying the data to respond.

At the same time, financial institutions are realising that external APIs that interface with their internal systems, have the potential to help achieve these goals.

By integrating your API with Taskize, it's now possible to provide access to operational data on-demand and at scale, so these simple queries can be resolved automatically. Clients can now collaborate to generate capacity within teams to reduce costs, all while improving client experience and reducing operational headaches.