





Sterling National Bank

 Based in Pearl River, New York, Sterling National Bank **specializes in the delivery of services and solutions to business owners and consumers.** The bank offers commercial, business, and consumer banking products and services.

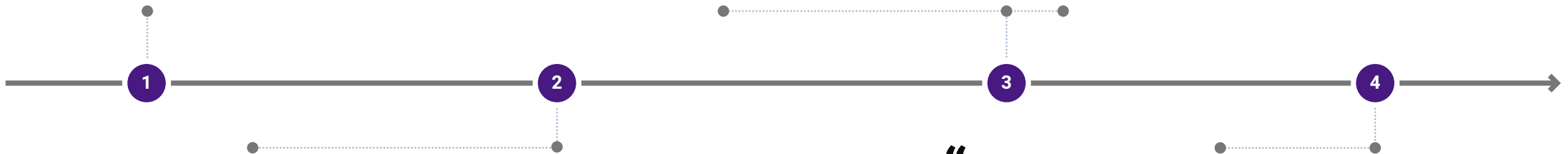
Metric Outcomes

 Skye engages **100%** of incoming customer calls.


 She scales and resolves **almost 50%** of incoming calls into Sterling's contact center.


 She has provided automated self-service for **more than 2 million** customer calls since June 2020.

 She automates about **100,000 calls per month** end-to-end.



Amelia Goes to Work

 Prior to implementing Amelia, Sterling used a traditional interactive voice response (IVR) system to direct and respond to customer queries. **In order to improve and accelerate customer experiences, Sterling hired Amelia (renamed "Skye")** to provide human-like communication and collaboration with Sterling's contact center agents.


 After first authenticating clients, **Skye can provide Sterling customers with information and updates** on their account balances and recent transactions, as well as troubleshoot online banking issues, debit card claims and declined card transactions. **Skye can reroute clients to the IVR if necessary for self-service or escalation to the appropriate human agent.**

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It was evident from the first time that we experienced Amelia's capabilities that it would be key in supporting our digital expansion and customer service experience. We're excited to be launching our very own 'Skye' as our Digital Employee that can provide human-like, superior banking experiences with scale and speed.”

Luis Massiani,
Sterling National Bank President

Future

 The bank is expected to **expand Amelia to different channels**, as well as **integrate with other digital solutions** to provide continued support and additional self-service capabilities.