Kredobank - Consultant Online

Chmura Krajowa built in 2 weeks ready to use application with components of Google Cloud. It addresses Kredobank challenges with remote communication with clients.

The challenge

Kredobank needed a tool, which allows bank clients to contact consultants and realise basic operations. Conversations with consultants has to be registered to provide confirmation of all ordered operations for audit or complaint reasons.

The solution

To meet client needs we used well recognized Google Meet. It allows to carry out video call with clients, records them and write down on Google Drive. With usage of App Engine forms for registration of meeting with clients were created, as well as apllication to queue and service of registered meetings. Solution is using SMS and email notifications.

The results

After two weeks since the beginning of work, service was started on the production. Service is intuitive both for clients and bank employees. Since the very beginning the service was prepared to be scaled according to considerable interest of banks' clients.

> " "VideoConsultant Online" is the significant stage of Kredobank's remote service channels development. Thanks to this service, our customers can obtain any consultation remotely as it would be during a visit to bank's branch. In addition, our customers abroad have an opportunity to obtain Kredobank's hotline service without making expensive phone calls. "
>
> Wojciech Tarasiuk, First Deputy Chairman of the Board, Kredobank

About Kredobank

KredoBank is a commercial bank which provides full range of services for retail and corporate customers.The Bank has a long experience of cooperation with foreign shareholders which has enhanced its standing as a bank which conducts business to European standards.
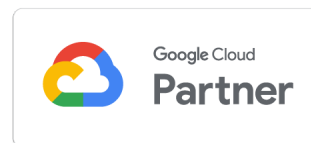
Industry: Financial Services

Primary project location: Ukraine

About Operator Chmury Krajowej Sp. z o.o. Chmura Krajowa is a team of over 150 experts with extensive experience in developing solutions in the cloud environment, digital transformation.

Products

Google Cloud Platform

Google Workspace