TP | Sparda-Bank

Banking, Financial Services, and Insurance

46% of customer inquiries fully resolved end-to-end with agentic AI during peak migration

CLIENT PROFILE
Sparda-Bank West maintaining service continuity during digital migration

The bank operated a high-volume, customer care function while managing a critical online banking migration. It needed to maintain uninterrupted customer support while onboarding users to a new digital environment, under tight timelines and strict compliance requirements.

BUSINESS CHALLENGES
Managing AI-enabled service continuity at migration scale

During the migration period, the bank faced a sharp increase in inbound customer contacts while operating under compressed delivery timelines and complex knowledge requirements.

Migration surge
A rapid increase in call volumes driven by customer onboarding and online banking changes

Time-to-Go-Live
A six-week window to deploy a scalable solution without disrupting live operations

Knowledge complexity
Over 500 knowledge articles required for accurate, compliant customer support

SOLUTIONS IMPLEMENTED
Agentic AI voice support orchestrated through TP.ai FAB Connect

TP deployed an agentic AI voice bot as the first line of customer support, orchestrated through TP.ai FAB Connect. The solution autonomously handled general inquiries and common online banking issues, while integrating seamlessly with human experts when escalation was required.

Agentic AI voice agents
Autonomous voice agents managed first-level customer inquiries, ensuring consistent handling at scale

Knowledge base integration
The solution was trained on more than 500 knowledge articles, enabling accurate responses across banking services and FAQs

Guided digital onboarding
Step-by-step support for registration, device activation, and first login reduced customer friction during migration

Secure rapid deployment
Implemented in six weeks with built-in compliance, quality assurance, and monitoring across all interactions

REAL RESULTS
Scalable automation without service disruption

By orchestrating agentic AI and human expertise through TP.ai FAB Connect, the bank absorbed unprecedented call growth while preserving customer confidence during a critical transformation phase.

46%
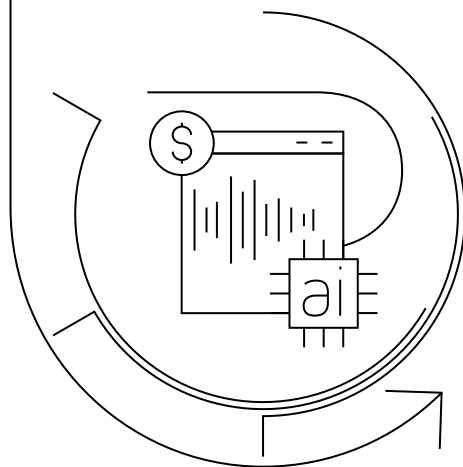FIRST CALL RESOLUTION ON AI-GUIDED CUSTOMER ONBOARDING CALLS

74%
OF CASES PARTIALLY RESOLVED END-TO-END WITH HUMAN ESCALATION WHEN NEEDED

150K+
CALLS HANDLED IN TWO WEEKS

Period analyzed: 2 months.

TP.ai FAB Connect enables trusted Human + AI collaboration at scale

We orchestrate agentic AI and human expertise across front and back-office workflows, delivering faster resolution, lower cost-to-serve, and consistent customer outcomes through a secure, enterprise-grade operating model.

Contact us

to discover how TP.ai FAB Connect helps you operationalize AI safely, scale intelligently, and drive measurable business results.