25 Years of BankTech Focus

MAVERIC ACCELERATE NEXT

Engineered Outcomes Powered by AI

Agentic.
Safe by Design.
Contextual

From quick wins to enterprise scale - brought to life through our knowledge frameworks, co-created at speed, with multi-model flexibility, powered by agentic orchestration, secured by governance guardrails.

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Agent Assist

Smarter Banking Calls, Faster Resolutions

Retail banking call centres manage thousands of customer inquiries daily, covering accounts, cards, loans, and disputes. Agents waste time switching between systems, struggle with compliance scripts, and often fail to resolve issues on the first call, impacting CSAT scores and increasing operational costs.

Our Solution

Agent Assist is an **AI-powered real-time companion** for call centre agents. It listens to customer conversations, transcribes calls, analyses sentiment, and provides context-specific recommendations. By surfacing knowledge instantly and enforcing compliance, it reduces handling times and improves both efficiency and customer satisfaction.

Features:

- **Live Call Transcription & Sentiment Detection:** Captures every word & identifies customer urgency.
- **Next-Best-Action Guidance:** Suggests tailored responses, offers, & escalation paths in real time.
- **Knowledge Retrieval:** Instantly fetches account, card, & product policy details from enterprise knowledge bases.
- **Post-Call Summaries & QA Logs:** Auto-generates call notes, case updates, & compliance records.
- **Compliance Enforcement:** Ensures mandatory disclosures & regulatory scripts are always delivered.

Key Benefits:

- Higher CSAT and efficiency with 40% lower handling time and better first-call resolution.
- Faster account servicing with quick balance inquiries, status updates, and dispute resolution.
- Instant credit card support for limits, billing, chargebacks, and rewards.
- Accurate loan & EMI help with schedules, restructuring, and payoff details.
- Consistent fraud handling for unauthorised transactions, card blocks, and disputes.
- Assured compliance with KYC, risk warnings, and mandatory disclosures.

Scan for more details

Established in 2000, Maveric Systems is a banking and financial services technology specialist focused on engineering trust in an AI-first banking world. We help financial institutions embed safe, scalable, and outcome-driven AI across critical operations and technology areas. With deep domain expertise across retail and corporate banking, wealth management, and capital markets, we enable transformation through AI-led advisory, specialist BFS talent, AI Center of Excellence establishment and proprietary platforms that deliver measurable, regulation-aligned outcomes.

Our outcome-driven delivery model leverages agentic AI approaches, controlled orchestration, and context-rich data foundations to ensure AI initiatives are production-ready, governable, and aligned with regulatory expectations. Backed by AI-powered proprietary platforms and CIO solutions, Maveric serves as a trusted engineering partner for financial institutions adopting AI at scale.

The Maveric Edge

25+ years of domain mastery

07+ Operations and Technology AI CoEs

10+ AI powered Platforms and Solutions

AI @ Scale Proprietary Framework for AI adoption at Scale