

# Glia Banker for Voice and Digital

*Automate up to 80% of interactions with fast, lifelike AI built for modern banking*

The banking landscape is evolving, and customer expectations for immediate, accurate support have never been higher. Glia Banker (formerly known as Glia Virtual Assistant or GVA) represents the next generation of AI-driven service, delivering a unified experience across every touchpoint. As the most trusted and effective AI agent designed specifically for banks and credit unions, Glia Banker is offered through two specialized channels:

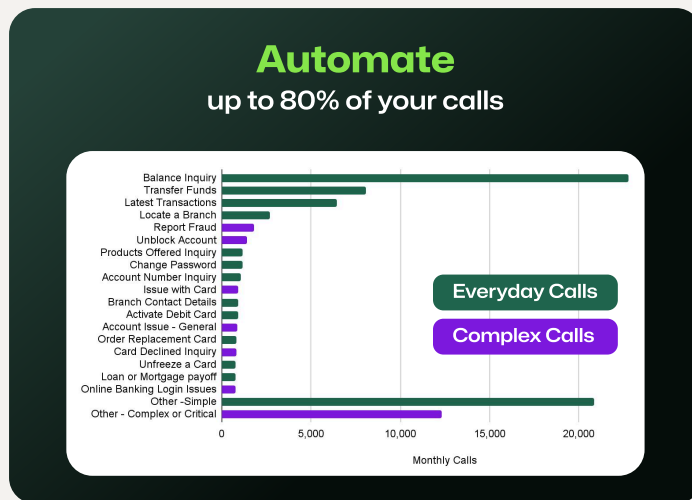
- **Voice AI.** Bring sophisticated, natural language understanding to the phone channel to modernize the IVR experience.
- **Digital AI.** Provide seamless, high-context support within your online and mobile banking environments.

By leveraging the latest advancements in AI, Glia Banker maximizes understanding, flexibility, and performance—all while eliminating the security gaps and inaccuracies of generic AI solutions not built for the unique needs of financial institutions.

## Redefining Efficiency and Customer Experience

Glia Banker bridges the gap between automated efficiency and personalized service. By providing immediate support for high-volume retail banking inquiries 24/7, institutions drastically reduce wait times and ensure human experts are ready and available for the conversations that matter most.

- **Make Care More Efficient.** Deflect 40% to 80% of call and chat volume away from your care team while shortening wait times and delivering faster resolutions.
- **Strengthen Relationships.** By automating routine inquiries, agents can dedicate their time to complex personalized interactions that drive long-term loyalty.
- **Grow Loans & Deposits.** Free agents to focus on growing loans and deposits through product education, proactive outreach, and supporting customers & members through the application process.



## Zero Hallucinations or Prompt Injections, Guaranteed

Glia Banker uses a built-in proprietary approvals framework to offer an industry-first legal guarantee: **zero hallucinations or prompt injections in your member or customer-facing AI.**

Many AI vendors offer guardrails to attempt to catch inaccurate or hallucinated AI responses—after they’re generated. Glia’s architecture goes beyond simple detection: Instead of trying to block bad AI behavior, the Glia Banking AI platform is designed to make such behavior mathematically impossible.



## Responsible AI Built for Banking

Glia Banker empowers banks and credit unions to deploy AI faster and with more confidence.

- **1000+ Banking User Goals Out-of-the-Box.** Skip the lengthy setup required with generic AI bot-building kits, and immediately begin driving value with with banking AI trained to handle 1000+ user goals, right away.

- **100+ Pre-Built Banking Integrations.** Glia partners with leading banking core and online banking providers to deliver AI agents that launch in weeks, bypassing lengthy development cycles.

### Over 100 Integrations Built for Banking



### Sophisticated Understanding and Seamless Transitions

At the core of Glia Banker is an AI purpose-built for financial services. Unlike generic solutions, this system is specifically trained as a banking expert, masterfully grasping the complex nuances of financial conversations.

- **Contextual Intelligence.** Glia Banker maintains a deep understanding of context for follow-up questions, allowing for robust and dynamic conversations.
- **Seamless Handoffs.** When a human touch is required, Glia Banker provides a context-aware transfer to agents, ensuring the customer never has to repeat themselves.

**“With the help of Glia, we are supporting more call volume than ever before with fewer associates while exceeding all performance targets!”**

*-Caitlin Drake, SVP and Director of CX & Support,  
Busey Bank*

### AI That Learns from Your Institution

Glia Banker doesn't just provide generic answers; it learns and evolves based on your specific institutional data.

This allows for a level of customization that reflects your distinct brand voice, internal operational knowledge, and the qualities that set your bank or credit union apart.

- **Interaction-Based Learning.** Glia Banker learns directly from thousands of past human agent interactions to generate responses customized to your specific financial institution.
- **Knowledge Integration.** Upload your internal documents to Glia Knowledge Base to generate responses based on your approved documentation.

### 700+ Banks, Credit Unions & FIs Trust Glia



### Delivering Faster Answers While Handling Higher Volume

With Glia Banker answering calls and automating routine inquiries, Heritage Federal Credit Union doubled its service capacity with a 20% reduction in monthly labor requirements—no extra hiring required. The newfound efficiency let Heritage handle twice the volume while actually increasing its service level by 16%.

For Unitus Community Credit Union, Glia Banker reduced the average speed of answer for digital chats by 60 seconds, resulting in an abandonmate rate that decreased by 8.75%.



**Discover what Glia Banker can do for your financial institution.**

See a demo.