CONVERSATIONAL AI

Real-Time AI Avatar Video-Calling Bot for BFSI

Lifelike AI avatars that hold real-time video conversations for banks and insurers.

Brief Description

Banks and insurers want face-to-face reassurance in digital journeys, but live human video support is expensive and impossible to staff around the clock — so customers get chatbots or call queues instead.

AI

How AI Was Applied

Folktalk deploys lifelike AI avatars that engage customers over real-time video calls, holding natural, responsive conversations for journeys such as onboarding, servicing and advisory. The avatar understands and replies in the moment, bringing a human-like interface to digital banking and insurance.

Impact

24/7	Up to 70%	Human-like
Live video servicing	Lower cost vs agent calls	Real-time conversations

Face-to-face service becomes available instantly, at any hour, without adding headcount.

About Folktalk | Folktalk AI Services Private Limited is an AI creative-intelligence company building agentic tools and hyper-personalized video at scale for performance, CRM, out-of-home and commerce marketing.