

**Leading Call Center Outsourcer partners with Conversational AI Chatbot Provider**

*AnyHour Solutions and Finn AI form unique partnership to serve financial institutions*

**Rockford, IL: January 12, 2021 –** [AnyHour Solutions](http://www.anyhoursolutions.com), a leading provider of comprehensive call/contact center outsourcing services for community banks and credit unions for nearly 30 years, announces a partnership with [Finn AI](https://www.finn.ai/), the leading conversational AI-powered chatbot solution built specifically for Financial Institutions (FIs).

Finn AI is an AI-powered chatbot helping banks and credit unions automate and scale convenient self-service. As the front line for customer service, it reduces wait times and call center load, delivers 24/7/365 self-service, and helps all sizes of FIs offer the sophisticated digital options needed to compete. Conversational AI allows your FI to free up your call center for personalized customer service, cut expenses, and deliver a faster and more responsive customer experience.

The Finn AI chatbot is pre-trained on millions of banking and credit union phrases and comes pre-loaded with well over 500 banking workflows. It is delivered as a complete turn-key managed service, including software, management, and pre-trained AI knowledge that is continuously growing. So, there is no need for the FI client to employ any AI-specific development resources; Finn AI deploys and maintains ongoing the FI’s chatbot service.

AnyHour Solutions has seamlessly integrated the Finn AI chatbot into their member/customer service contact center solution so that for the first time ever, one company can now provide the FI community both a comprehensive, cost-reducing, customer-facing, easy-to-use, digital self-service solution as well as a full-service, 24/7/365 call center outsourcing service to supplement internal customer services. While in a chatbot session, if so desired, a customer can quickly select to speak with a live AnyHour call center agent to complete their service requirement, any time of the day or night.

AnyHour Solutions will be marketing the Finn AI chatbot under the name AnyHour AI. This adds to AnyHour’s comprehensive suite of contact center outsourcing services including AnyHour MSR, AnyHour Loan-By-Phone, and AnyHour Fraud Support.

For additional information contact Steven Holmes, SVP Strategic Development with AnyHour Solutions at 888.622.8696, sholmes@anyhoursolutions.com.

**About AnyHour Solutions**

AnyHour Solutions ([www.anyhoursolutions.com](http://www.anyhoursolutions.com)) is a highly flexible provider of comprehensive, 24/7/365 call/contact center outsourcing services for financial institutions via our AnyHour MSR, AnyHour Loan-By-Phone, and AnyHour Fraud Support services. Our purpose is to help our FI partners to enhance service to their customers, increase loan volume, and reduce operating expenses. AnyHour Solutions has been providing contact center services to FIs for nearly 30 years. Highlighted by the industry’s most experienced staff of agents, our contact center goal is to provide “Service They Will Remember.”

**About Finn AI**

Founded in 2014, Finn AI is the leading AI-powered chatbot platform for banks and credit unions, working with top financial institutions including one of the largest US card networks, a top 10 US retail bank, ATB Financial, Banpro Grupo Promerica, Fidor Bank, KOHO, TymeBank and more. Banks and credit unions use the award-winning Finn AI chatbot to transform and deepen customer engagement, while delivering the operational efficiencies and cost savings of conversational AI. For more information visit [finn.ai.](http://finn.ai/)