FINTECH · DIGITAL WALLET

How OrbitWallet contained 75–80% of support calls with Finn

KYC, disputes, and fraud alerts — standardized and scaled nationwide in under a month, without loosening compliance.

75–80%	~40%	80+	<1 mo
Calls contained	Lower support cost	Agents' work absorbed	Nationwide rollout

The challenge

As OrbitWallet scaled, customer support became a compliance and cost challenge. High call volume on KYC, failed transactions, disputes, and fraud alerts — each under strict RBI compliance. Staffing linearly wasn't viable, and consistency across agents was hard to hold.

The approach

- Finn handled KYC prompts, dispute status, failed-transaction support, and fraud-alert routing, 24/7.
- Every conversation followed compliant, standardized scripts — with full transcripts for audit.
- Sensitive or complex cases warm-transferred to human agents with full context.
- Multilingual coverage across Indian languages.

The results

OrbitWallet contained 75–80% of inbound calls autonomously, cut overall support costs by nearly 40%, and absorbed the workload of 80+ agents — deploying nationwide in under a month, without slowing down compliance.

> “As we scaled, customer support quickly became a compliance and cost challenge. Finn AI helped us standardize conversations without slowing down operations.”
>
> — Harshvardhan Zaveri, Co-Founder & CEO, OrbitWallet

See it on your calls — book a demo at www.hirefinn.ai/bookademo

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