FinSense AI

AGENTIC FINANCIAL OS

The agentic AI operating system for banking and fintech.

Formerly AirVoice AI · Dhaka and Singapore · intelsense.ai

One system. Two surfaces.

FinSense turns everything your customer says and everything your customer signs into data your core banking system can use. A bank runs on unstructured Bangla. Sometimes it arrives as a customer speaking, sometimes as a form somebody filled in by hand.

FRONT OF HOUSE

Where the customer talks

- Conversational onboarding in place of forms.
- Send money, pay bills, and apply for products by speaking.
- Runs inside the bank’s own app, not beside it.

BACK OF HOUSE

Where the paper becomes data

- Reads printed and handwritten Bangla and English.
- Sorts, splits, and pulls the fields out of any bank document.
- Pushes clean data into the systems you already run.

One Bangla speech and language stack under both surfaces. Built in house over six years, not licensed from a vendor who has never seen a Bangla document.

92% Bangla speech accuracy

41 Languages supported

On premise Or private cloud you control

THE PROBLEM, PART ONE

Your app was built for the customers who already know how to use it.

> “
>
> The customers who need a bank the most are the ones your app serves the worst.
>
> Low digital literacy, a second language on every screen, and a form standing between them and an account.

1. **Onboarding is a form**

   Long forms on a small screen, in a second language, with a document upload step. Customers abandon and never come back.

2. **Navigation is a menu tree**

   Simple things sit four taps deep. The customers who need the most help are the ones least likely to find it.

3. **The branch absorbs the failure**

   Every digital drop off becomes a queue, a counter, and a staff hour somewhere else in the bank.

And behind the app, a room full of people typing.

Every account opening form, every trade licence, every national ID card in this bank is read by a person and typed into a system by hand.

Headcount

A permanent documentation desk that grows with volume rather than shrinking with it.

Turnaround

Days between a customer handing over paper and that paper becoming a record anyone can use.

Rework

Keying errors surface downstream, in compliance checks and in audit, where they cost the most to fix.

Invisibility

It never appears in a digital transformation plan, because nobody has had a way to automate it.

This is the half nobody is selling into. Chatbots and IVR vendors compete for the front of the bank. The documentation desk has been left alone because reading handwritten Bangla was, until recently, not possible.

Four things have been tried. Here is where each one stops.

01

Chatbots

Sit on top of the interface

They answer questions about the workflow. They do not run it. Nothing is onboarded, nothing is transacted, nothing is filed.

02

IVR

A menu tree with a new name

Press one, press two. The customer still has to know which branch of the tree they need before they call.

03

Global voice AI

Does not speak your customer

Trained on English and a handful of major languages. Bangla is an afterthought, and code switching defeats it entirely.

04

Template based OCR

Needs the layout in advance

Every document type requires a predefined zone map. Change the form, add a bank, add a handwriting sample, and it falls over.

FinSense sits inside the workflow rather than on top of it, speaks Bangla natively, and needs no template for a document it has never seen before.

HOW IT FITS

A layer between your customer and your core.

Your customer

Speaking on the phone or in the app · Handing over paper at a branch or a partner point

FinSense AI

THE LAYER

Voice surface

Onboarding · Navigation · Transactions

Document surface

Sort · Split · Extract · Deliver

Bangla speech, language, and vision models · built and owned in house · 92% Bangla speech accuracy

Your systems

Core banking · CRM · Card and loan systems · Document management · Compliance and audit

Structured data in and out, both directions, through your existing APIs.

Where the customer talks.

Voice AI Onboarding

The customer speaks and the account opens. Identity, document capture, and KYC data collection happen in one conversation, in Bangla, without a form.

84%

Completion rate

60%

Faster KYC

Voice Navigation

Send money, pay a bill, check a balance, or apply for a loan by saying so. A multi screen journey becomes one sentence and an authentication step.

10s

Per transaction

41

Languages

What a transaction actually sounds like

Spoken in Bangla, inside the bank's own app.

CUSTOMER	"Send one thousand taka to Andrew."
FINSENSE	"One thousand taka to Andrew Rahman, your saved payee. Confirm with your voice."
CUSTOMER	"Yes, send it." Voice print matched.
FINSENSE	"Sent. Your balance is now forty two thousand three hundred taka."

Where the paper becomes data.

Four steps. It is exactly what your documentation desk does today, done by the system instead.

01

Sort by type

An incoming document is identified on its own. Account opening form, trade licence, national ID card, statement. Nobody configures a rule for it first.

02

Split the batch

A scanned stack of mixed paperwork is separated into individual records, using both how the pages look and what they say.

03

Pull the fields

Names, numbers, dates, and amounts come out as clean structured data, from printed text and from handwriting.

04

Push to your systems

The finished record lands in core banking, in the document management system, and in the compliance trail. No re keying anywhere.

Built for Bangla bank documents specifically. Printed and handwritten, English mixed in, poor scans included. No layout is registered in advance and no template is maintained.

A handwritten Bangla form, badly scanned.

This is the one nobody else can read. It is also the one your branch network produces every day.

What the system is handed

- A photocopy of a photocopy, shot on a phone at an angle
- Ballpoint handwriting, Bangla and English on one line
- Fields written outside their boxes, corrections struck through
- A stamp and a signature laid across the printed text
- Bangla numerals in one field and English numerals in the next

What comes back, in seconds

Applicant name	Md. Rafiqul Islam
National ID number	1994 8827 4410 09
Date of birth	14 March 1994
Permanent address	Char Kalibari, Mymensingh
Mobile number	01711 000000
Occupation	Small trader
Account type	Savings, general
Signature	Present, matched to sample

95 to 99%
Field level accuracy

Seconds
Per document

Zero
Templates maintained

Hand us a document we have never seen. We will run it at this table.

HOW IT GOES LIVE

Built to pass your risk committee, not just your innovation team.

Deployment

On premise inside your data centre, or in a private cloud you control. Nothing has to leave your perimeter.

Data residency

Customer voice and customer documents stay in country. No third party model provider sees your data.

Audit and consent

Every interaction logged, every extraction traceable to its source field, consent captured and stored.

Integration

Standard APIs into core banking, CRM, and document management. We work to your integration team's schedule.

From signature to production

Week 1

Scoping

Document types, journeys, and success criteria agreed and written down.

Week 2

Integration

Sandbox access, API mapping, and security review with your team.

Week 6

Pilot live

One branch or one document type running with real volume.

Week 12

Production

Rollout across the agreed scope with support handover.

THE NEXT STEP

One pilot. One scope. Forty five days.

We would rather prove this on something small and real than talk about it across a whole bank.

What we pilot

One document type, or one onboarding journey in one branch. You pick which.

What we prove

Accuracy against your own documents, turnaround time, and straight through processing rate.

What we need

Sample documents, a sandbox, and one named owner on your side.

What you get

A measured result you can take to your own committee, and a system already integrated.

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