

**FOR IMMEDIATE RELEASE**

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**ABE.AI AND GLIA ANNOUNCE DIGITAL BANKING PARTNERSHIP**

*Collaboration Provides Financial Institutions Seamless Integration of  
Virtual Financial Assistant and Digital Customer Service*

ORLANDO, FL / NEW YORK, NY- [Abe.ai](#) (an Envestnet | Yodlee solution), a leader in artificial intelligence (AI)-powered virtual assistant products for financial institutions and [Glia Technologies, Inc.](#) (Glia), a leading provider of [Digital Customer Service](#), today announced a partnership that integrates Abe.ai's conversational banking solutions with Glia's AI Management Platform. Glia joins Abe.ai's growing list of digital banking, customer service and platform [partners](#).

Through this partnership, Glia customers can now implement pre-trained [Virtual Financial Assistants](#) (VFAs) using Abe.ai's proprietary technology and deploy them on Glia's front-end, embedded in mobile and online banking channels. Abe.ai VFAs can be orchestrated with touch points by Glia's [AI Management Platform](#) as consumers are guided through a digital experience. In addition, Abe.ai's customers can now integrate a powerful set of agent tools into the contact center to best route conversations when customers and members prefer to speak with a live agent - all with context. This seamless virtual assistant-to-live agent handoff leads to greater customer satisfaction and operational efficiency. Abe.ai and Glia have multiple client implementations already underway as a result of this new partnership.

Glia's platform enables financial institutions to meet customers where they are and communicate through whichever methods they prefer, including messaging, video banking and voice, and guide them using [CoBrowsing](#). Recognized on Deloitte's Technology Fast 500™, Glia has partnered with more than 150 financial institutions, insurance companies and FinTech providers across the globe.

Powered by AI, machine learning and natural language processing, Abe.ai's contextually aware VFA can be programmed to ask and answer questions in familiar, conversational language. This two-way interaction provides a more intuitive experience that lets customers and members get fast answers and guidance about their finances. As a solution of [Envestnet | Yodlee](#) (NYSE: ENV), a leading data aggregation and analytics platform powering dynamic, cloud-based innovation for digital financial services, Abe.ai enables its customers to enjoy the ability to leverage and integrate industry-leading insights solutions, personal financial management tools and more.

“While our Virtual Financial Assistant is always learning and increasing the number of questions and requests it can answer and process, there are always certain situations and demographics, where transitioning to a live agent for further assistance ensures the best experience and meets consumer preferences,” states Rob Guilfoyle, Co-Founder of Abe.ai. “Engaging with money should be easy and simple which is why we’ve partnered with Glia to ensure the best possible experience. This partnership allows customers of financial institutions to avoid the typical frustration of switching communications channels, reauthenticating and again providing details regarding their request.”

“It’s more important than ever before that customers and members receive fast and convenient responses to their financial communications,” said Dan Michaeli, CEO and co-founder of Glia. “Partnering with Abe.ai and integrating their VFAs into our Digital Customer Service platform makes sophisticated communication solutions readily available to financial institutions of all sizes. Together, we can continue to raise the bar on service expectations, lowering average handle times, boosting efficiencies and ensuring accuracy. Managing finances can be a more pleasant experience.”

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### **About Glia**

Glia is reinventing how businesses support their customers in a digital world. Glia's solution enriches web and mobile experiences with digital communication choices, on-screen collaboration and AI-enabled assistance. Glia has partnered with more than 150 financial institutions, insurance companies and fintech providers across the globe to improve top and bottom-line results through Digital Customer Service. The company has won numerous awards for its innovation - most recently recognized by [Gartner as a Cool Vendor for 2020](#). Visit [glia.com](http://glia.com) to learn more.

### **About Investnet**

Investnet, Inc. (NYSE: ENV) is transforming the way financial advice and wellness are delivered. Our mission is to empower advisors and financial service providers with innovative technology, solutions, and intelligence to make financial wellness a reality for everyone. Over 105,000 advisors and more than 5,100 companies including: 17 of the 20 largest U.S. banks, 47 of the 50 largest wealth management and brokerage firms, over 500 of the largest RIAs and hundreds of FinTech companies, leverage the Investnet platform to grow their business and client relationships.

For more information on Abe.ai, please visit our [web site](#) or follow us on [LinkedIn](#), [Twitter](#) and [Facebook](#).