



SIRC

Software Information Resource Corp.

Capital One consumers can interact with their financial accounts by voice - Alexa

Amazon Alexa can now pay your Capital One bill



Conversational interfaces are the future of how people will engage with technology. The Capital One skill for Alexa has enabled them to serve their customers through a differentiated experience and most importantly making it even easier for their customers to manage money whenever and wherever they are. Using the new skill for Alexa, Capital One customers can manage their money easily (hands free) and intuitively (conversational UX).

Capital One worked through possible solutions within the Alexa infrastructure to build in a security layer and ensure data integrity while still providing a simple, hands-free experience.

For example, customers could then ask Alexa questions like:

“Alexa, ask Capital One for my Quicksilver Card balance.”

“Alexa, ask Capital One for recent transactions on my checking account”

“Alexa, ask Capital One when is my credit card payment due?”

“Alexa, ask Capital One to pay my credit card bill.”

“Our goal in developing the Alexa skill is to design for real-life conversations about money. We want customers to speak naturally and feel confident we’ve got their back every time, wherever they are in life.”

-Steph Hay, Head of Content Strategy and AI Design, Capital One