CIBC Use Case Examples

July 2026

Individually, these are strong use cases. **CIBC now has 200+ use cases in pilot or production across the bank.** Together, they point to something more important: AI is becoming part of how work happens across the enterprise.



CIBC HR Chatbot: a single conversational front door for HR information, reducing time spent navigating systems and improving resolution speed. In its first month, close to 15,000 questions were responded to via the chatbot, **improving our team member experience** by empowering them with access to HR information at their fingertips and saving both time for team members, and calls to our HR contact centres.



Automated Document Data Extraction (DocuMind): an enterprise document intelligence platform powered by generative AI, streamlines document processing to deliver faster lending decisions for clients while strengthening fraud detection, processing 63,000 documents a month, **saving an average 16,000 hours** each quarter to-date



CRTeX (AI-powered client engagement): enhancing how we engage clients, with early results showing a **+44% lift in conversion** rates for savings accounts as of Q1 F26



AI-powered Digital Learning & Coaching Platform (Allego): Launched in Q4 F25, Allego has delivered up to a 35% reduction in training time per program, accelerating job readiness for tens of thousands of enterprise users. This fiscal year, the platform **has enabled over 11,500 hours saved, an estimated 180 hours of savings per team member.**



Advisor Charting Notes: AI capturing and summarizing client interactions**, reducing manual efforts by 50%** and giving advisors more time to focus on client relationships rather than administrative work



Knowledge Central AI: First launched in Q4 F24, Knowledge Central AI expanded to additional teams throughout F25. The service enables team members to quickly surface the right client information, with 98% solution accuracy and **a projected 150K hours saved this fiscal year.**

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Gen AI for ECRM - Meeting Prep: Launched in Q4 F25, Meeting Prep automatically generates client summaries from existing Enterprise Client Records Management (ECRM) notes. Since launch, this has resulted in over **260K hours saved in the Banking Centres** and over 2.25MM AI-generated summaries produced.



Substantive Written Response for Client Complaints (SWR): Launched in Q4 F25, SWR generates case summaries and SWRs from ECRM case notes and profile data; the solution has over 98% accuracy. Since launch, **almost 50,000 SWRs have been produced.**



Disputes AI: Launched in Q2 F26, Disputes AI rapidly classifies disputes as fraud or non-fraud and recommends categories for non-fraud cases, eliminating the need to manually review 1,500 pages of network guidelines. **This reduces case write-offs and call times, allowing our team to focus on core priorities.**



AIVA - AI Voice Assistant: First launched in Q4 F24, the most recent enhancements were released in Q3 F26. AIVA delivers intelligent self-service through natural language voice interactions, enabling clients to quickly access account information, complete routine banking inquiries, and resolve common servicing needs without agent assistance. As one of CIBC's earliest AI-powered Contact Centre capabilities, AIVA has **helped increase containment rates and reduce call volumes while supporting scalable, always-available service.**



Speech AI: First launched in Q1 F26 with additional use cases added in Q3 F26, Speech AI **analyzes up to 10MM calls per year** to determine key call topics and insights, which is a significant increase from the current manual call listening process. The solution is also being leveraged to enable Contact Centre team leaders to provide personalized, data-driven coaching for agents.

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