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interfaceai – Weekly Recap



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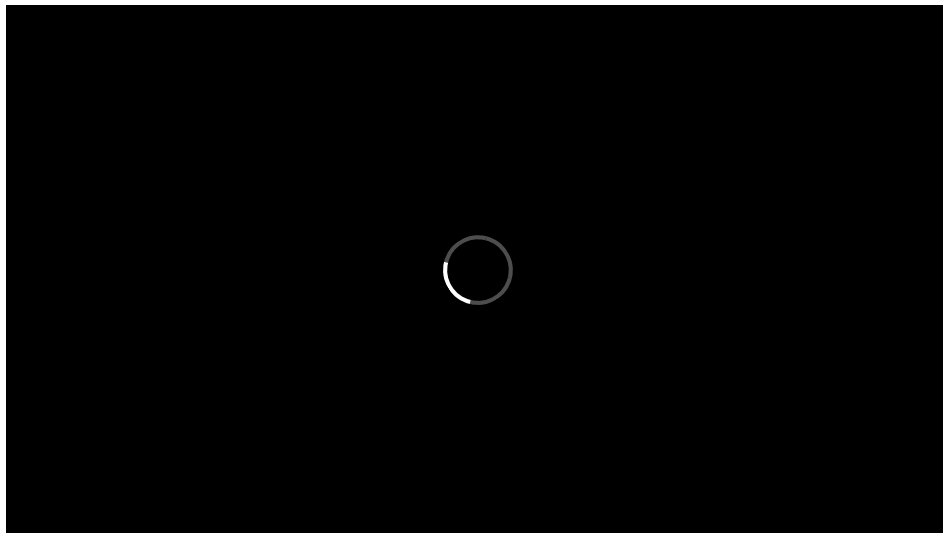
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interfaceai featured prominently in banking technology news this week, with a series of announcements underscoring its focus on AI-powered contact centers for financial institutions. The company emphasized its growing footprint among more than 100 banks and credit unions as it prepares for multiple high-visibility industry events.

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The firm is set to showcase its platform at the American Banker Digital Banking conference in Orlando from June 15–17, exhibiting at Kiosk K9 and competing in the event’s demo competition on June 16.

interfaceai plans a live demonstration of “Nexus,” an agentic AI contact center designed to modernize member service and automate contact centers for financial institutions.

Nexus is positioned as inverting the traditional contact center model by keeping AI as the primary handler of customer interactions and escalating to human agents only for complex decisions. The product uses a skills-based micro-routing approach intended to manage risk and compliance while optimizing efficiency in banking and credit union environments.

This week also highlighted a concrete deployment at Red Rocks Credit Union, where an AI-powered voice agent named “Roxy” reportedly handled more than 9,200 calls with a 78% resolution rate and materially reduced hold times. The rollout was framed as a way to free staff for higher-value work rather than a workforce reduction, with strong emphasis on governance and policy design before implementation.

interfaceai further deepened its credit union push at the MD|DC Connect 2026 conference, promoting its Intelligent Virtual Assistant platform from Booth #400. The company outlined use cases across contact centers, member services and collections, and organized a raffle for a free IVA implementation to accelerate proof-of-concept deployments.

Governance emerged as a key theme, with interfaceai noting that while most banks use agentic AI, relatively few have robust governance frameworks. To address this, the firm promoted guidance for boards and a 180-day rollout plan aligned with examiner expectations, positioning itself as both a technology and risk-management partner.

Collectively, these developments reinforce interfaceai’s strategy of combining demonstrable contact-center outcomes with a strong compliance narrative. The week’s activity suggests a deliberate effort to expand its installed base, deepen relationships with community financial institutions and strengthen its competitive position in AI-driven banking technology.

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