



Evidence-Backed Answers Within Your AI Workflows

Glassbox MCP connects digital experience intelligence to your institution's approved AI environment. Teams can ask about a customer's session, get explainable answers backed by evidence, and follow up within the workflow they already use.

FASTER INVESTIGATIONS · AI ANSWERS BACKED BY REAL SESSIONS · GOVERNED ACCESS

The Challenge for Financial Institutions

A customer reports a failed payment or a login that never loads, and your team needs to understand what happened before it can respond. AI-assisted workflows need that customer's actual experience, but feeding a model raw journey data adds volume without necessarily explaining anything. Teams need relevant findings, the evidence behind them and access within the framework their institution approves.

WHAT GLASSBOX MCP BRINGS



01

Ask about any session in plain language

Get a clear summary of what a customer did, the errors they hit and where they struggled, with the evidence behind each finding.



02

Keep digging with follow-ups

Ask the next question, and the next, as the investigation evolves, without starting a new search each time.



03

Use Glassbox data in your own AI workflows

Connect through the MCP framework you've already approved. Access is read-only and auditable, with people in the loop.

WHAT IT'S BUILT TO IMPROVE

⚡ Investigation speed

Get relevant session findings on demand, reducing manual investigation steps.

⚡ Confidence in AI answers

Review findings alongside the evidence behind them before deciding what to do next. No guesswork.

⚡ Workflow continuity

Bring Glassbox intelligence into connected AI workflows within your business. No switching tools or separate analysis requests.

Make the real customer experience part of your AI strategy.

Tell us how your institution is deploying MCP, and we'll show you what Glassbox adds to it. **Already a Glassbox customer?** Your session data is already there. Ask your account team.

New to Glassbox? Request a demo at glassbox.com/get-a-demo