LinkLive

## Secure & Centralize Customer Communication

CSI

Provide Superior Customer Service

Strengthen customer satisfaction, improve efficiency, and future proof customer communication with LinkLive from CSI. Seamlessly integrated into your digital banking platform or website, this cloud-hosted software offers a broad range of communication capabilities like online messaging, text, client screenshare, voice, video communication, and AI agent assistance, bridging the gap between physical and digital channels.
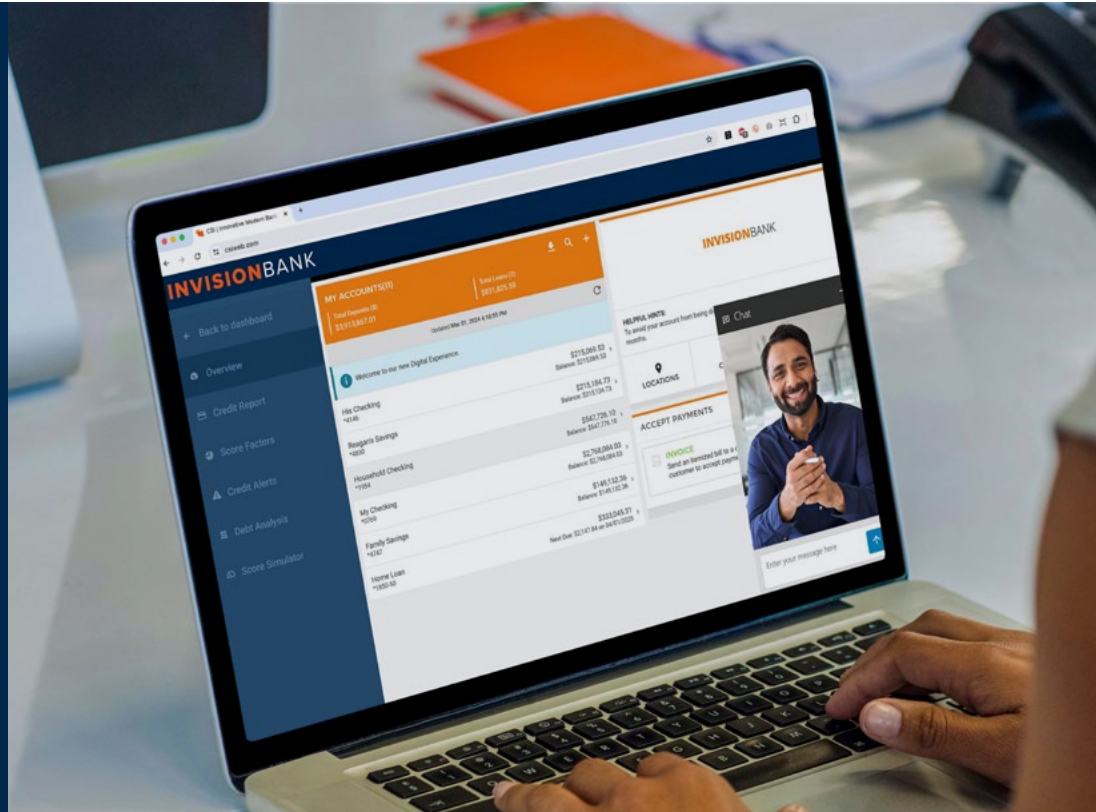
Designed to Meet the Unique Needs of Your Institution

LinkLive is built with community banks in mind, providing a solution that strikes the perfect balance between automation and human interaction, allowing small teams to manage inquiries efficiently while ensuring customers always have access to live agents when needed.

With LinkLive, your financial institution maintains complete control over customer interactions while upholding the highest standards of compliance and security. Unlike rigid third-party tools, our highly configurable platform allows you to set permissions, customize workflows, and oversee all communication channels.

Choose the Right Package

Each option offers unique add-on services and embedded features to support your institution's specific communication needs:

- **Essential Package:** Ideal for engaging with your customers in a digital-first experience with your sales, service, and support teams.

- **Premium Package:** Amplify customer engagements across channels with call center employees and licensed professionals.

- **All-in-One, with Voice:** The ultimate communication platform for future-proofing communications across all channels for all employees and licensed professionals

Essential

For Sales, Service & Support

SMS, Chat, Voice & Video: Offers a familiar and user-friendly experience by seamlessly integrating voice, video, and messaging into your existing workflow, no additional hardware required. Customers can seamlessly switch between channels—whether they prefer a phone, desktop, or mobile device—ensuring they always have a comfortable way to connect.

Secure Mail Conversations with Outlook Integration: Connect Secure Mail and file attachments directly within your Microsoft Outlook.

Workforce Management (WFM): Automatically generate schedules and accurate forecasts for inbound chat.

Engagement-Level Reporting with Pre & Post Surveys: Analyze agent performance and activity effortlessly with intuitive charts, graphs, dashboards, and surveys across subscribed features.

ChatBot: Automated chatbot for FAQ responses and two-way contextual flow.

Agent CoPilot (Conversation History): Contextual client support with a 360-degree historical view of all LinkLive interactions.

Optional Add-Ons

AI Chat Translation Bot: Receive messages in up to 75 supported languages within a chat.

Appointment Scheduling: Consumer appointments on your website and mobile app with calendars and integration to Outlook 365.

Workforce Engagement: Monitor KPIs with real-time performance solutions.

2nd Party Data Integrations: Integrate CSI CRM data into LinkLive for real-time customer insight.

Premium

For Contact Center Agents & Customer Facing Staff

Includes Essential services, plus:

Chatbot Intelligent Virtual Assistant (IVA): Integrate your virtual assistant into your website and reduce call transfers, shorten wait times, improve first-call resolution, and customize your digital channels to match your brand.

Agent Co Pilot (Conversation Summary, Highlights, Sentiment, and Tone Analysis): Empower your team with AI-driven tools to deliver faster, more personalized service through conversation history, real-time sentiment analysis, automated categorization, AI-recommended responses, and key conversation highlights.

Agent CoPilot (Recommended Response (Chat Only)): Agent CoPilot uses AI to assist agents in real time, analyzing conversations to suggest responses and enhance customer interactions.

Multimedia Conference Rooms: Personal conferencing for agents and licensed professionals.

Social Channel Conversations: Expand customer engagement by integrating LinkLive with social media, enabling seamless, real-time interactions across platforms.

Multimedia Campaign Management with Outbound Dialer: Automate outbound customer and prospect engagement via voice and SMS.

All-in-One, with Voice

For all users

Includes Premium services, plus:

Voice Conversations (CCaaS Inbound and Outbound with IVR): LinkLive CCaaS is a cloud-based, AI-powered contact center solution enabling secure, seamless customer-agent interactions across any channel.

Agent CoPilot for Voice: Agent CoPilot for voice provides real-time assistance to contact center agents during voice calls, analyzing conversation history, sentiment, and context to suggest relevant responses and improve customer interactions, ultimately enhancing agent performance and customer experience.

Unified Communications for Hybrid Workers and Enterprise Staff (UCaaS): A cloud-based platform enabling seamless communication and collaboration across your organization, any channel, any device.

Boost customer service and elevate your digital banking with LinkLive from CSI. Get started today by contacting your Relationship Manager!

CSI