

# LinkLive Banking



Text Chat | Live Chat | Co-Browsing | Encrypted Mail | Q&A Bot

## Provide Superior Customer Service With Live and Automated Chat

Secure and centralize customer communication with LinkLive Banking from CSI. Seamlessly integrated into your digital banking platform or website, this cloud-hosted software offers a broad range of communication capabilities.

LinkLive Banking improves efficiency and customer service through digital banking messaging and leading text, voice and video communication—bridging the gap between physical and digital channels.



## Meet Customers Where They Are

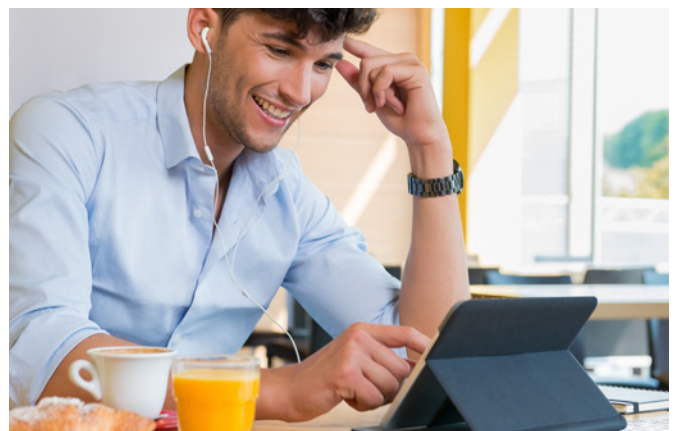
LinkLive Banking provides a range of communication options within your digital banking platform that can be leveraged alongside other features, such as mobile deposit capture or co-browsing.

- **Text-Based Chat**

Respond to and advise customers who prefer immediate communication through text. While easy to use, this feature empowers representatives to assist multiple customers at once by alternating between chats.

- **Voice and Video Chat for Collaboration**

Improve upon traditional phone calls by pairing spoken conversation with a record of previous text questions as well as adding video. Video chat enables a face-to-face human connection from anywhere.



## Seamlessly Integrate Chat with Digital Banking

Chat unifies communication across platforms, establishing consistency for both you and your customers. Intuitive and easy to learn, the chat option is naturally embedded into the digital experience for both NuPoint® and Meridian® cores.

- **Banking Website**

Initiate chat at any time with a clickable icon embedded in your digital banking website.

- **Mobile Banking**

Make mobile banking apps a one-stop-shop for financial needs with the same intuitive appearance and functionality as experienced on the website.

- **Other Web-Enabled Sites**

Offer chat on any web-enabled site, such as customer service or origination.



## Maintain Security

Convenience in communication does not mean decreased security. In addition to limiting technical issues through cloud-hosting, LinkLive Banking interactions are encrypted, keeping them safe and confidential.

- **Encrypted Chat**

Maintain customers' privacy and confidence through encryption, thereby limiting data accessibility in the event of a breach.

- **Encrypted Mail and File Attachments**

Maximize protection by encrypting sensitive financial documents shared between your institution and its customers.



## Make Customer Service More Efficient and Effective

Streamlining customer service through digital channels saves time and improves customer satisfaction. These features ensure that the customer need is matched with the most effective resource.

- **Co-Browsing**

View the customer's screen to accelerate troubleshooting by eliminating ineffective walkthroughs AND limiting branch visits or technical support calls.

- **Skills-Based Routing**

Route the customer support session directly to the representative who has the most skill and experience appropriate to the topic at hand.

## Provide 24/7 Service

LinkLive Banking also automates responses outside of operating hours, to resolve basic customer questions or issues 24/7. Ideal for quick fixes, basic automation provides customer support when representatives are away, but also links users with the first available representative when needed.

- **Q&A Bot**

Provide answers to common questions and help customers navigate the digital banking platform without a live representative. Customers click through a dialogue tree until their issues are resolved, or a record is created that allows a representative to review and assist.

- **Clear Records**

Log every event with call detail records and audit trails. Audit trails ensure that access to any content can be retrieved by auditors and compliance managers.

**LinkLive Banking through CSI optimizes customer service, saving costs and time while building brand loyalty.**

