

# Video Call Center™ for Telebanking



## KEY BENEFITS

- **Keep the Personal Touch**  
Virtually replicate banking interactions with live video communications and build meaningful connections with your clients
- **Elevate Virtual Banking**  
Expand your online banking services with video chat, document sharing, customer identification, geo-localization, instant file transfer and more
- **Ensure Secure Interaction**  
Provide peace of mind with an encrypted connection and secure file transfer and document sharing
- **Make the Connection**  
Supports both in-bound (customer initiated) and out-bound (agent initiated) communication

## Evolve Telebanking:

### Improve Customer Engagement with the Face-to-Face Interaction of Video Call Center

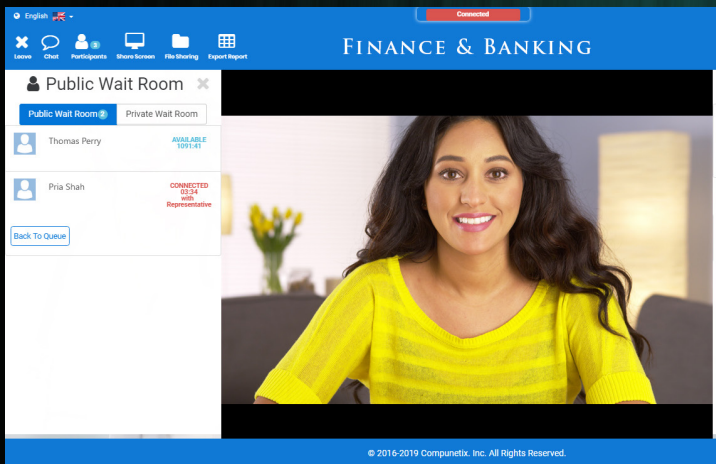
Establishing and maintaining customer relationships is a bedrock of the financial services industry. However, it's becoming more difficult to maintain live interaction with customers as they opt for more convenient, self-service banking—the personal touch is lost.

Not anymore.

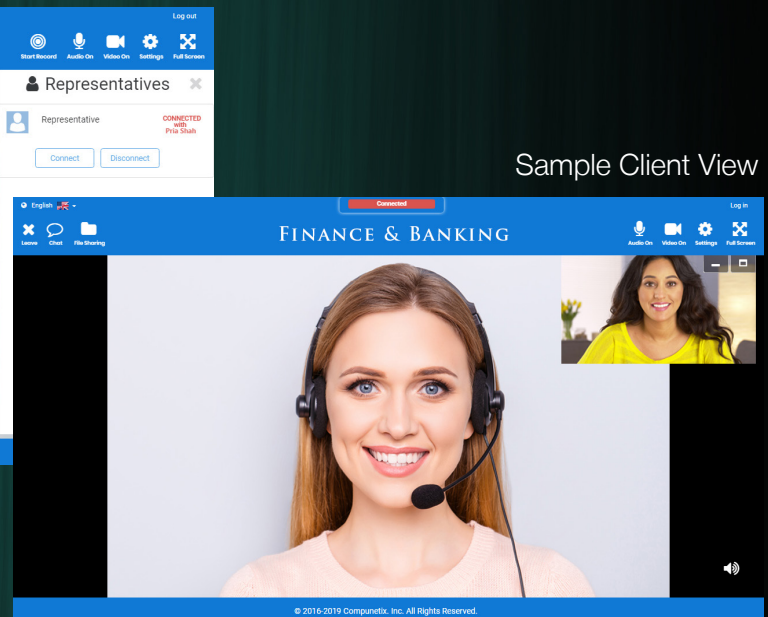
With ever-improving and innovative technology, your customers can now have the convenience of banking on-the-go, with the personal interaction of a live banking representative. Compunetix Video Call Center (VCC)

for Telebanking enables customers to connect with a representative wherever they are, whenever they want, using their PC or mobile devices. No downloads required.

With easy video call transfer and escalation, your customers can reach the right personnel - bank tellers, wealth management experts or mortgage bankers - instantaneously. From evaluating credit applications or insurance claim submissions, to wealth advisory services and investment decisions, a personal discussion through the VCC can make the difference.



Sample Agent View



Sample Client View

## Video Call Center Delivers:

### Video Customer Engagement

- Easy, one-click connection (no download required)
- Quickly assess their needs and transfer to available specialists
- Video call scheduling
- Ability to escalate to a multiparty call

### Versatile Network Connectivity

- High-quality video connectivity in bandwidth environments as low as 128 Kbps
- Support high definition (HD) video connections
- Optimized bandwidth adaptation

### Seamless Integration with Bank / Financial Institution Websites

- Fully brandable and customizable

### Collaboration Functionalities

- Application and desktop sharing
- File transfer
- Customer / Agent chat

### Widespread Accessibility

- Accessible from browsers or mobile devices, without any download required
- No proprietary equipment needed for customer and agent
- Supports integration with kiosks and ATMs

### Confidentiality & Data Security

- Secure and encrypted media and data connectivity
- Secure password authentication

### Quality Call Monitoring & Statistics

- Ensure customers are properly assessed and improve call center performance

### Geo-localization

- Provide customer location details

### Deployment Options

- Available as a cloud service
- On-site deployment

**compunetix**  
the technology of cooperation

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