



THE RISE OF THE PAPERLESS BRANCH

callvu[®]

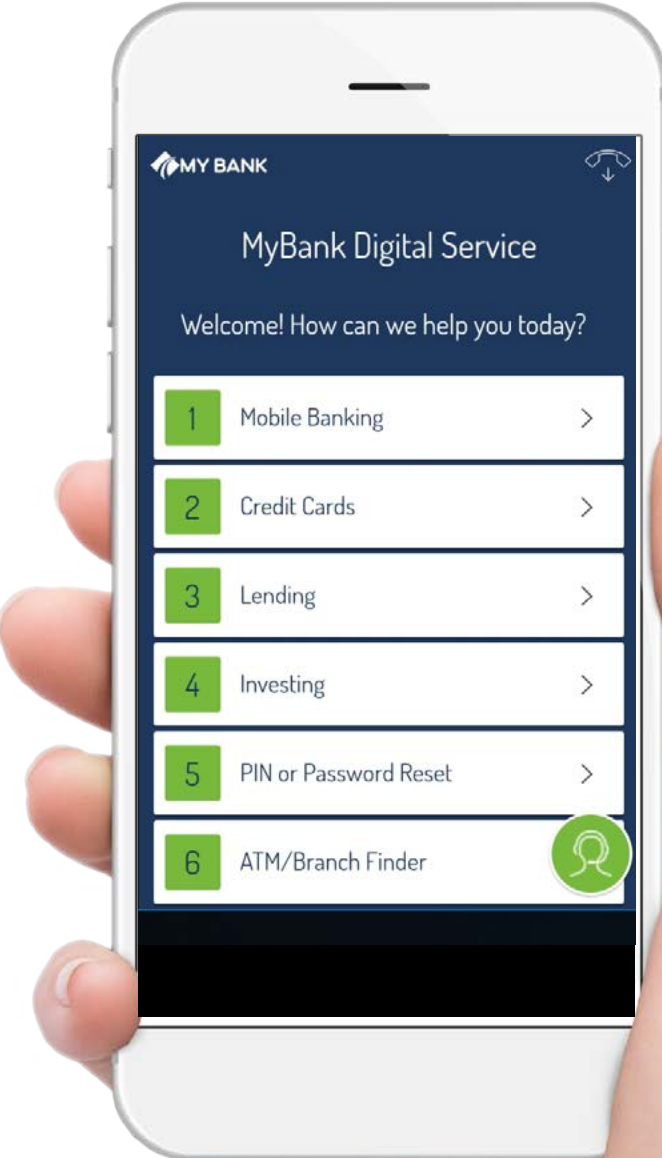


THE CURRENT CONTEXT

The local bank branch is managing an ever growing list of more complex processes digitally, be it customer onboarding, regulation adherence, lending, customer authentication, and more. While the majority of these tasks are completed digitally, all too often many crucial steps are occurring off the digital sphere. These non-digital activities include printing paper to collect signatures, collect data or to confirm activities. As innocuous as these non-digital and often paper-based activities appear, they, in fact, have a detrimental effect in a branch's ability to seamlessly integrate all operations.

To ensure the comprehensive digitization of all operational processes, CallVU has developed a centralized CX platform that enables a branch to “vertically integrate” entire customer experience processes. From sourcing and creating the necessary administrative tools, controlling their effective delivery to customers, and providing quality customer engagements. Thus, CallVU presents the paperless bank branch.

WE MAKE DIGITAL HAPPEN



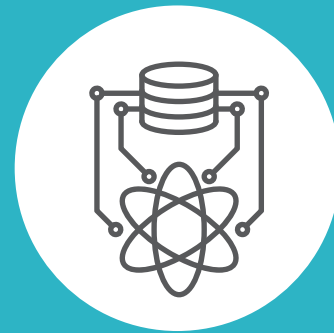
WHY GO PAPERLESS?



Easy Access
to Information



Improved
Security



Automatic
Data Capture

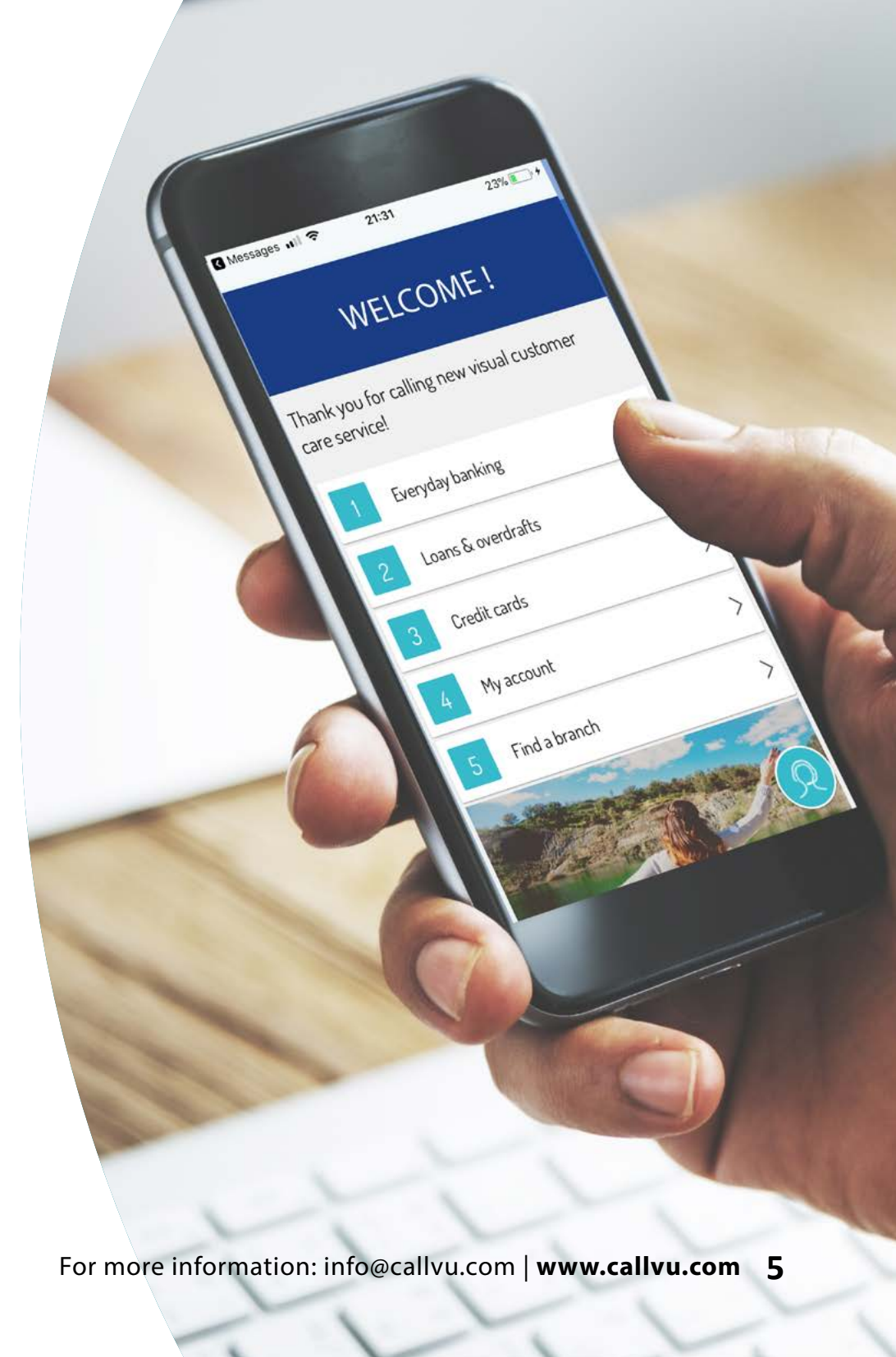


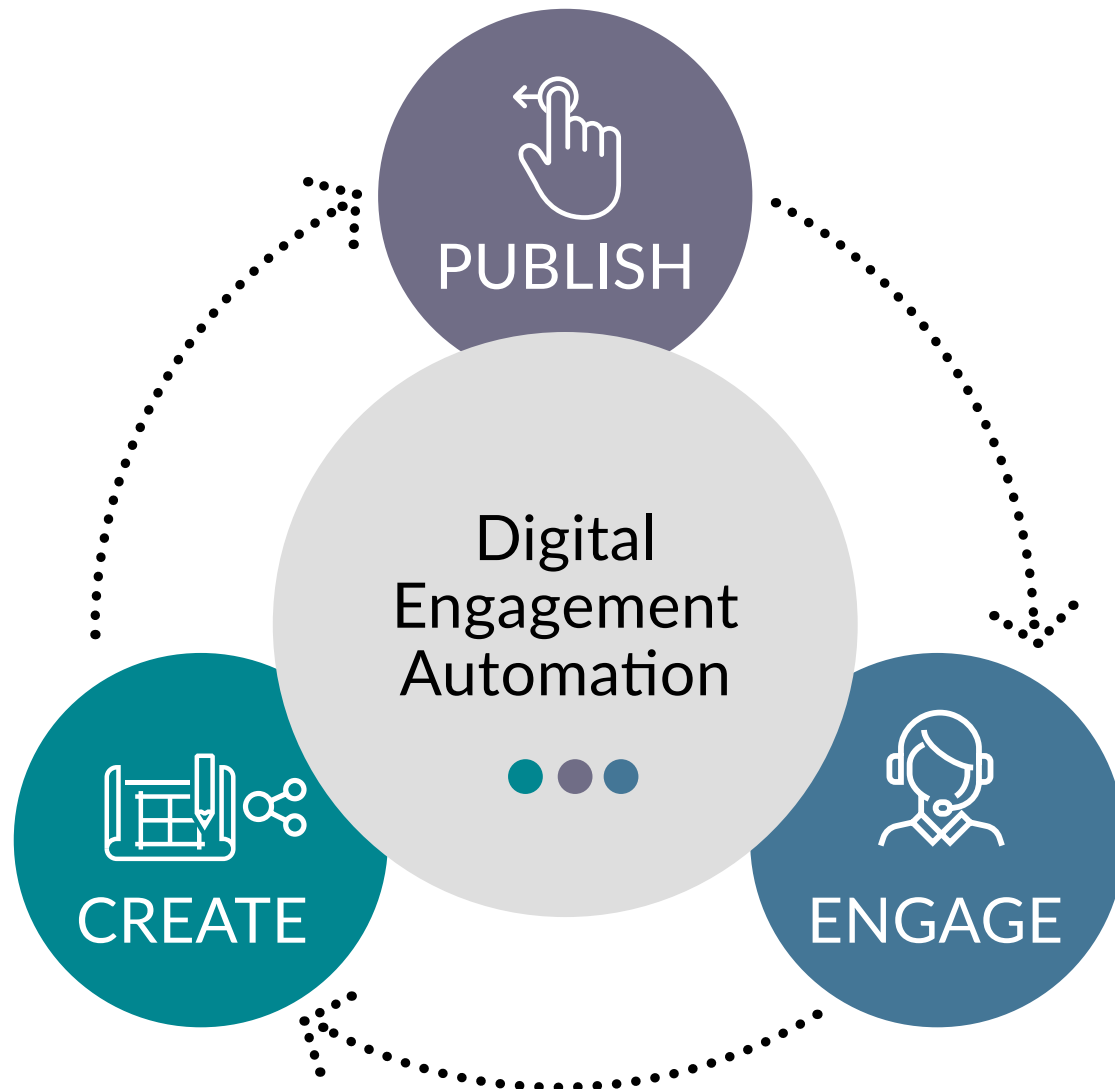
Document
Consolidation



Reduced
Overheads

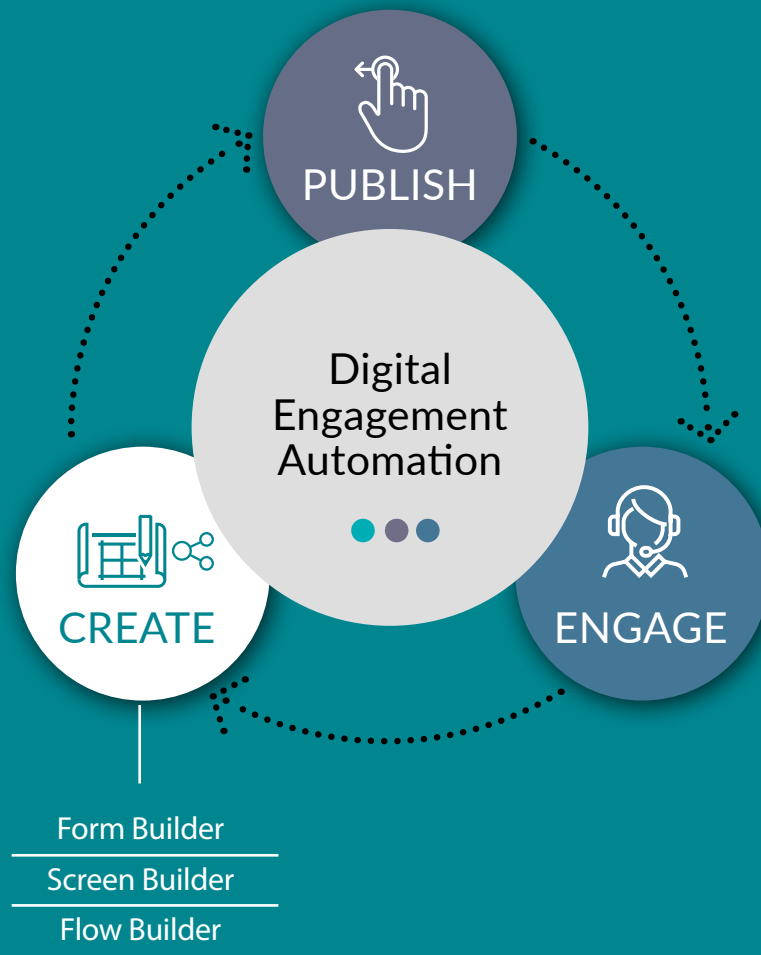
1. **Provide your customers** with easy access to information about their account. By creating intuitive workflows, you can enable them to complete more activities in self-service.
2. **Apply advanced data security measures** such as biometric authentication and have far better disaster recovery measures by storing data in multiple locations.
3. **Automatic data capture** ensures that data is far more reliable and accurate. Any information provided by customers is automatically transferred to the organization's back end systems and entered into the relevant data field in real time.
4. **Minimizing time and effort** for both customers and agents, document consolidation ensures that all information provided by a customer is consolidated in a centralized database. This removes the need to provide the same information more than once as pre-obtained data can be automatically populated to a new application form.
5. **Going paperless has far few resource demands.** Reduced overheads include archival space, ink and, of course... paper





ANY PROCESS, ANY CHANNEL

Total transformation to a paperless branch necessitates a platform that unifies disparate organizational activities into a seamless comprehensive process. This all-inclusive integration enables a flexible user experience at every point of engagement.

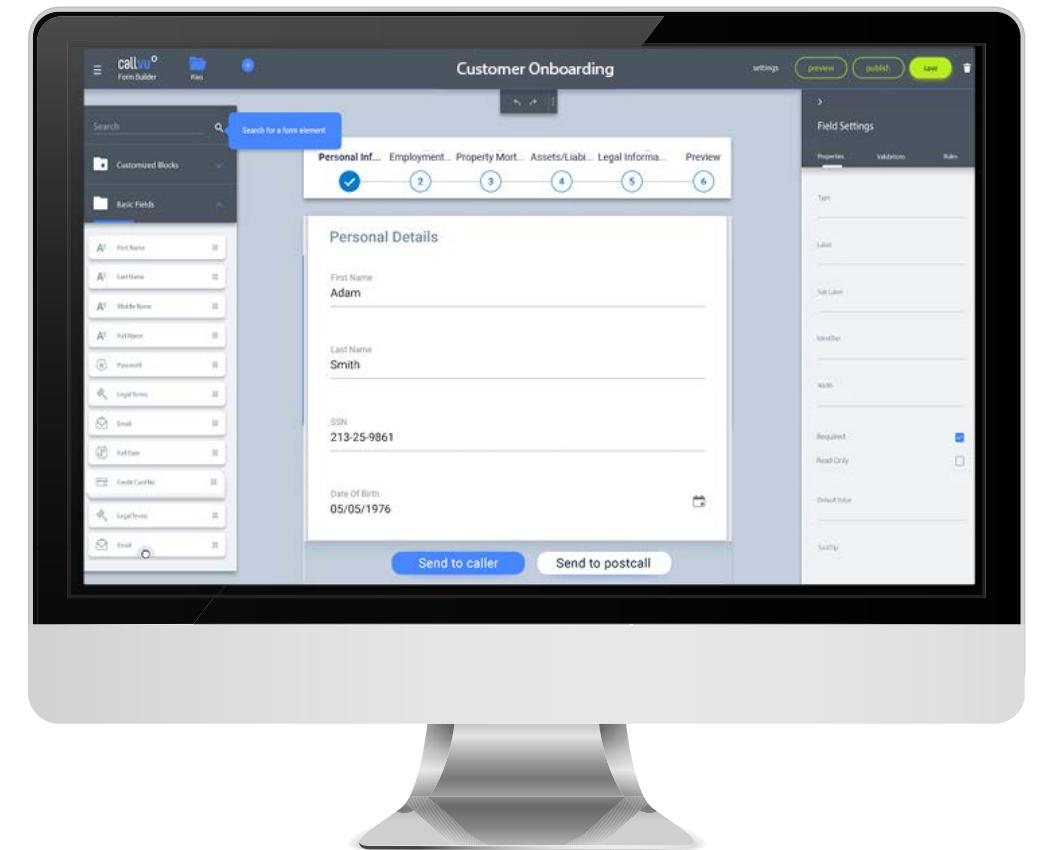


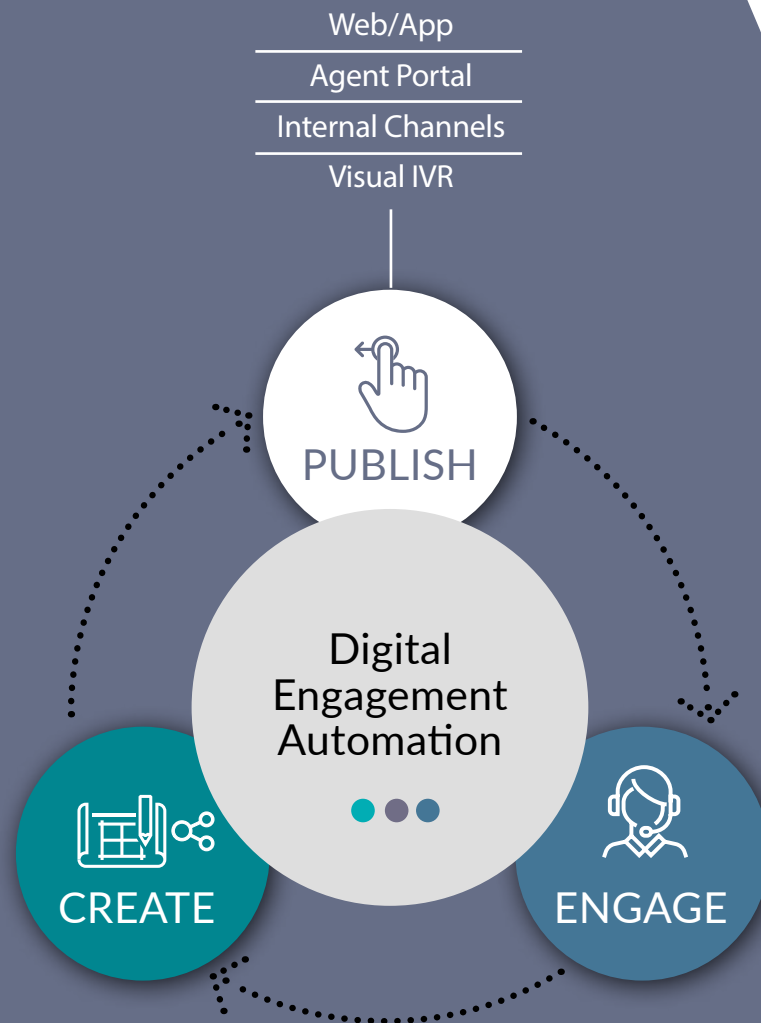
EASILY CREATE

Bestowing the platform with endless flexibility, digital communication pathways, screens, and documents can be easily created and edited to address limitless process requirements.

CallVU empowers its customers with a set of creative capabilities that enable them to easily build forms, menu screens and even fully automated process flows

These creative tools are all designed to be easy-to-use and have enormous editing capabilities, enabling administrative staff to implement operational processes quickly and efficiently.

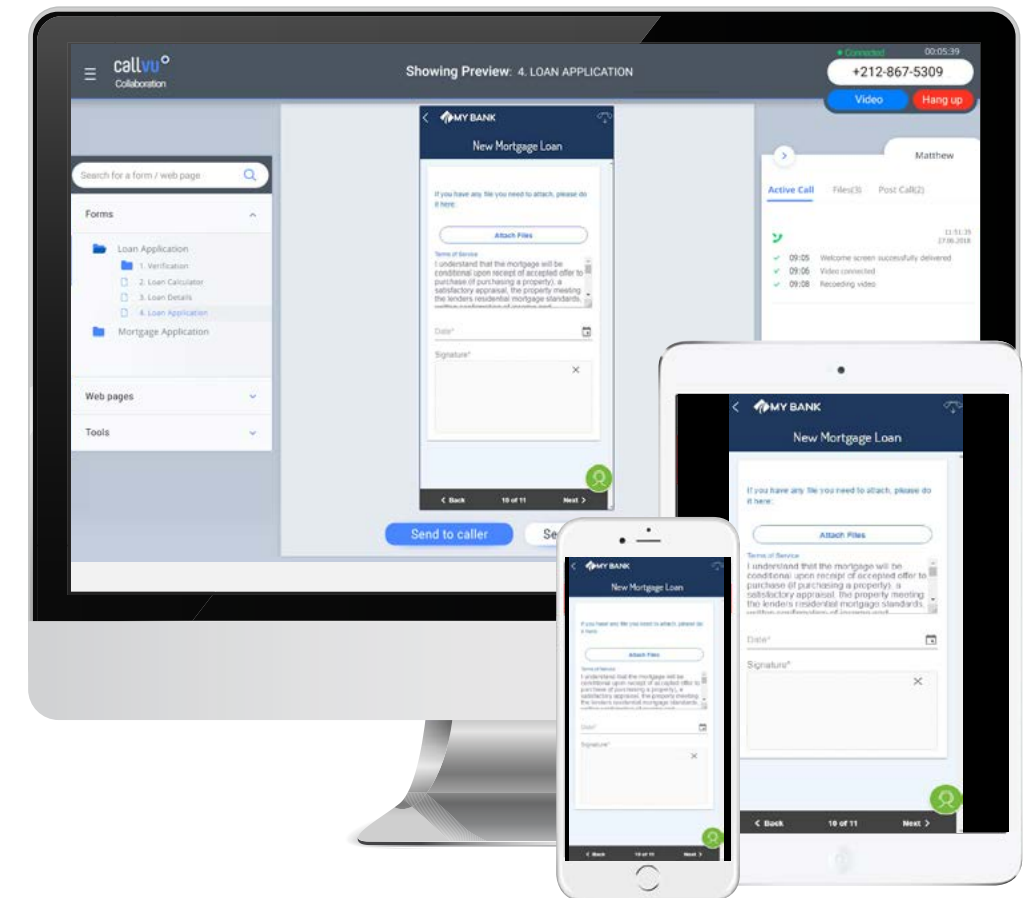


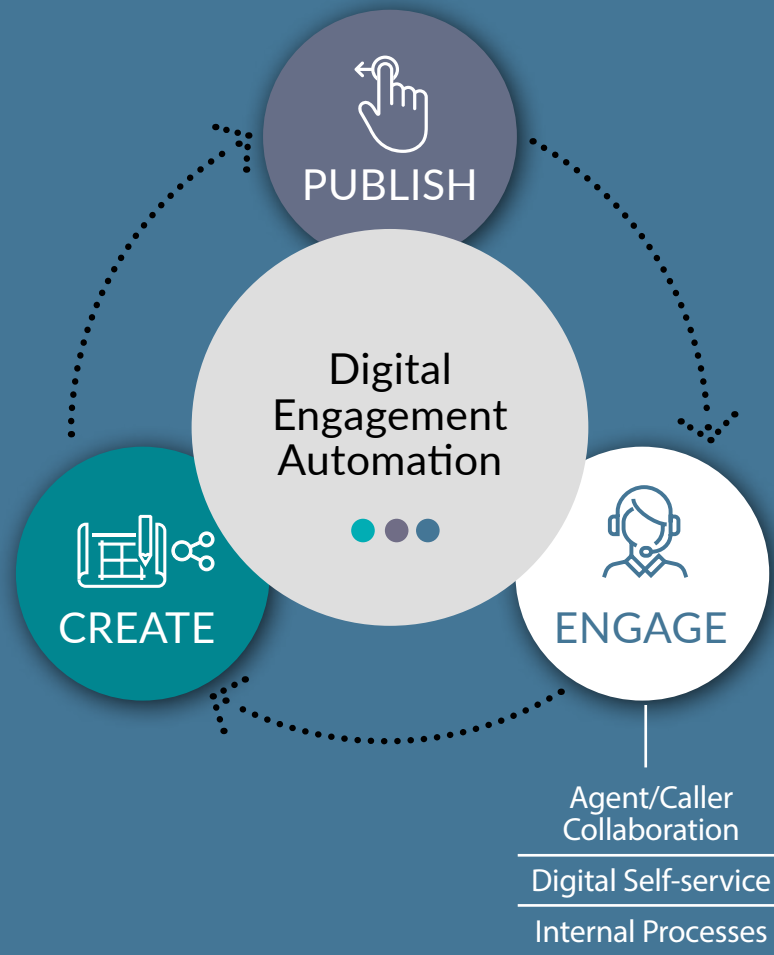


IMMEDIATELY PUBLISH

Once created, all material can be immediately published to a multitude of digital channels in a variety of formats including: Web/App, Agent Portal, Visual IVR and any Internal Process tool.

CallVU's gives its customer a unique advantage by ensuring that customer experience is coherent across all communication channels. Transferring between channels is easy, allowing customer to start a process in one channel and complete it in another. This makes for more productive, enjoyable journeys - and happier customers.





FLEXIBLY ENGAGE

The digital customer engagement platform is designed to support quality customer experiences through superior engagements that foster strong customer loyalties.

Digital self-service empowers customers to resolve issues and complete multiple transactions on their own, without involving the contact center.

Agent-caller collaboration facilitates screen sharing, co-browsing and co-signing - making even face-to-face interactions fully digital.

Agents and bank employees can also benefit from sharing information and conducting collaborative sessions to support and advance internal processes.





For more information: info@callvu.com | www.callvu.com