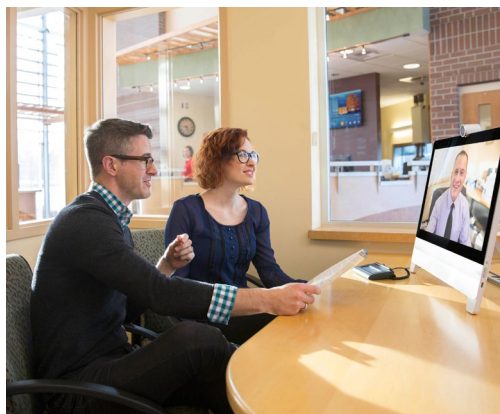


Remote Expert Feature of Sentry™ Unified Communications Meeting With Customers on Their Terms

To stay competitive, financial institutions need to consistently deliver excellent customer service across all channels. Banking consumers have changed—anytime and anywhere access is now expected whether they are banking in person, on the phone or online while using smartphones, tablets, PCs and other devices. By creating real-time, face-to-face interactions with customers, financial institutions can transcend technology and geographic barriers to provide a high-tech and high-touch customer experience.



Fiserv is paving the way for the next-generation consumer through the Remote Expert feature of Sentry Unified Communications: Workspace Communications, an integrated solution that leverages Cisco technology to enable virtual face-to-face meetings with customers when they visit the branch or reach out to the bank from their PCs, tablets or smartphones. The feature helps financial institutions (FIs) increase profitability by intelligently connecting customers with an FI's experts across channels, delivering a rich interactive experience. These capabilities promote higher revenue, improved expert productivity and enhanced customer loyalty.



The Remote Expert feature helps financial institutions increase profitability by intelligently connecting customers with an FI's experts across channels.

Remote Expert lets customers request and connect with banking experts anywhere in the enterprise, using whichever channel and endpoint the customer prefers. It allows banks to create a virtual pool of experts and specialists, whether co-located in specific contact centers or dispersed throughout the enterprise.

Accelerate Growth With Remote Expert

Remote Expert uses a market-leading Cisco unified communications infrastructure, which many FIs are already using as part of their mission-critical operations. The feature can extend across your retail banking operations, supporting mortgage lending, wealth management, cash management services, small business lending and commercial lending.

The feature:

- Integrates with relationship management systems to give experts a complete view of customer relationships and activities
- Delivers a rich collaboration experience in the branch and online, including the ability to print and share documents, present collaborative on-screen product comparisons, obtain customer signatures and bring additional experts into a session

Fiserv is driving innovation in Payments, Processing Services, Risk & Compliance, Customer & Channel Management and Insights & Optimization. Our solutions help clients deliver financial services at the speed of life to enhance the way people live and work today. Visit fiserv.com and fiserv.com/speed to learn more.

- Supports scheduled and ad hoc meetings to accommodate faster closing of complex financial transactions, such as closing a home loan, which may start in one channel (online from home) and end in another channel (a branch)
- Optimizes collaboration by using high-fidelity, two-way audio and video in the branch, self-service kiosk, mobile devices and PCs. It can interface to a number of banking peripherals in the branch, such as card readers, printers, signature pads, document cameras, scanners and touchscreen controls
- Provides a compelling mobile experience, including the ability for the expert to draw on the customer's screen to highlight information, share screens with the customer, push web content and, with customer consent, remotely control the content on the screen

Remote Expert enables your institution to transform your branch environment and delivery model, which results in the following business benefits:

- **Improve sales, cross-sales and upselling:** Improve conversion rates by having experts interact and collaborate with customers using audio and video from any channel the customer chooses, including mobile devices, home computer, kiosks and branches
- **Acquire customers faster:** Make an instant connection with customers in real time, greatly reducing abandonment in online channels, as well as in the branch. Using Remote Expert for retail banking can reduce customer revenue leakage by up to 70 percent
- **Increase customer satisfaction and loyalty:** Give customers rapid, personalized access to subject-matter experts to address their questions and concerns, even if the customers are in remote locations
- **Control costs and boost efficiency:** Optimize access to specialists to allow more customer interactions, with higher quality, while eliminating travel costs
- **Enhance regulatory compliance:** Take advantage of built-in audio recording across all customer-access channels to provide a full audit trail

Connect With Us

For more information about Sentry Unified Communications: Workspace Communications, call 800-872-7882, email getsolutions@fiserv.com or visit www.fiserv.com.



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