

Module



Engage™: Profiles

The Foundation of a New Customer Experience

Engage: Profiles from Fiserv is a personalized toolset that combines customer and account information and insights into a modern, tablet-focused solution. It provides bankers with the content and capabilities they need to deliver a superior level of service.



With its mobile capabilities, Engage: Profiles redefines the customer experience. Tablets become a new channel to manage customer relationships, allowing you to bring your bank to your customers, whether they are inside the branch or out. Your staff can perform inquiries, modify information and navigate using an interface specifically designed for bankers.

Integration Is Key

The key to Engage: Profiles is integration. Information from multiple sources is brought together and displayed through a single user interface. Driving that integration is the Fiserv enterprise services framework (ESF). The ESF opens the door to new innovations through more efficient integration. Existing technologies come together in a new way to deliver information that is relevant, immediate and actionable—making it easier for your bankers to serve your customers.

Engage: Profiles is focused on efficiency. Features such as Quick Views, Enhanced Search and Tabbed Browsing present customer information in a simple, intuitive manner.

Customer profile screens offer easy navigation and one-click updates of contact information. You get a quick view of account and transaction data. And a Notes section allows your bankers to incorporate memos and ticklers for personalized service and targeted marketing opportunities.

Productive Employees

Your employees are being trained on a growing number of systems, each designed to solve specific business needs. Engage: Profiles takes advantage of those investments, but eases the impact upon your employees. One user interface brings together data from those multiple systems and data sources. Associates are productive in hours instead of days.

Engage: Profiles enhances the banker's ability to serve, advise, and grow customer relationships. Using a mobile-first approach, bankers can serve customers anytime and anywhere. Engage: Profiles can significantly improve the customer experience, leading to new growth, reduced attrition, and faster response times to customer service needs.



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.

Key Benefits

- Delivers enhanced customer service
- Offers an integrated view of customer and account information
- Accelerates branch transformation
- Merges the brick and mortar with the digital world
- Provides an intuitive user experience for bankers
- Offers a next-generation experience to customers
- Reduces training time to hours instead of days or weeks
- Features a mobile-first design that adapts to multiple devices
- Enables new growth opportunities
- Allows bankers to interact with customers beyond the branch

Connect With Us

For more information about Engage: Profiles, call 800-872-7882, email getsolutions@fiserv.com or visit www.fiserv.com.



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