

Interact Connect

User guide

Empower your customers with Interact Connect

Not all digital banking experiences should be the same; they should be in tune with customer need.

Market differentiation is key for financial service providers to excel at what they do, as is their ability to adapt and evolve their services quickly and efficiently. Waiting months for an upgrade cycle from their supplier is not going to achieve their goals.

The best customer experiences are fresh, memorable, secure and easy to use. They also deliver measurable and meaningful benefits to the service provider

At ieDigital, we believe digital banking should exceed customer expectations. This is why we created Interact Connect, the complete digital self-servicing platform to deliver the best experiences for your customers.

Tailored digital banking experiences for your customers.

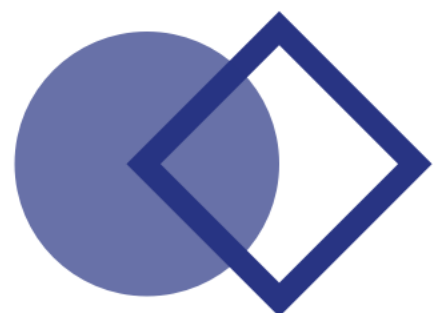
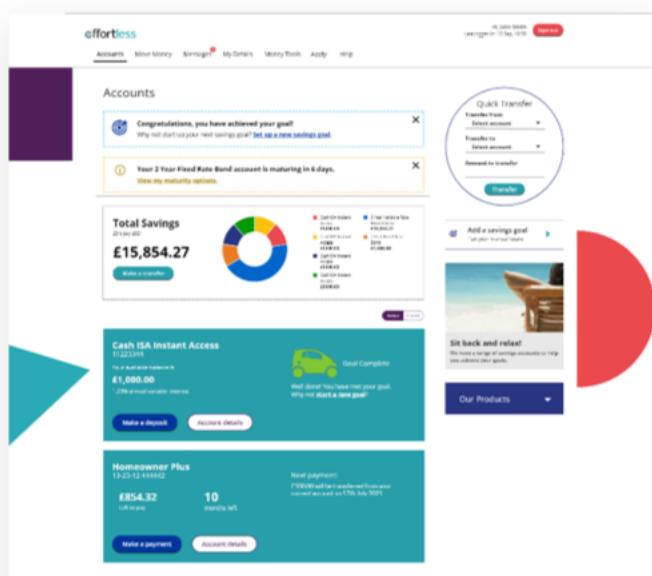
Interact Connect allows customers to self serve across your full range of financial services products on any device, any time, anywhere. The platform offers a more tailored experience, meaning your customers can enjoy a secure, intuitive and more effective digital engagement.

Interact Connect integrates with existing back-office, contact centre and branch operations, allowing customers to seamlessly switch between channels, increasing your net promoter scores and delivering more revenue.

A more cost-effective digital solution, Interact Connect lets you get up and running in the fastest possible time to market. Pre-integrated with dozens of industry standard and innovative digital services, the platform is easy to configure and quick to customise to your needs.

The platform's progressive security framework delivers a perfect mix of assurance and convenience, with the right level of security for each transaction.

Give your customers the services they deserve, with Interact Connect.



Interact Connect features

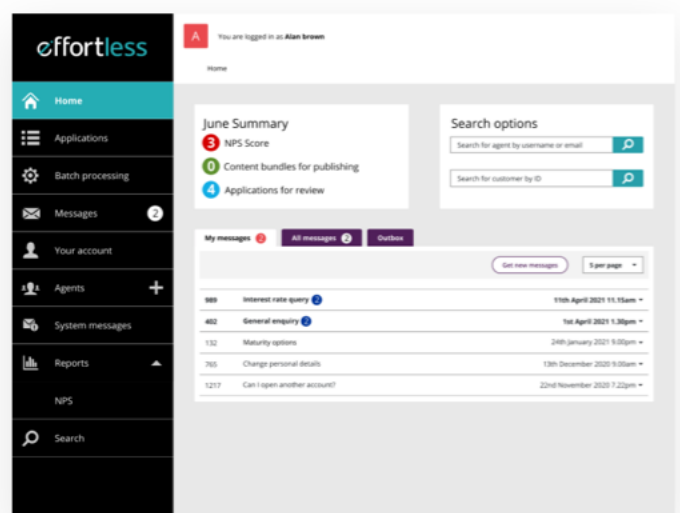
With Interact Connect, you can:

- Give customers access to all of their accounts through one secure portal.
- Take payments and reduce arrears with a range of money-management tools, helping customers with their financial well-being.
- Provide extensive communication with secure messages, notifications, alerts, offers and electronic documents.
- Let customers open new accounts more quickly without re-keying their information.
- Create tailored journeys for customers with a range of product-specific features.
- Set business rules for products and accounts to support AML processes and reduce fraud.
- Capture in-depth analytics and track real-time events in customisable dashboards.

Interact Connect benefits

With Interact Connect, you will:

- Increase customer engagement, loyalty and advocacy with better digital experiences.
- Retain more customers with new services, better communication and relevant offers delivered at the appropriate time.
- Free up time in the contact centre and let agents achieve higher KPIs and deliver better customer outcomes.
- Lower the cost to serve, support more customers and operate more efficiently.
- Deliver conduct and compliance, and meet regulatory requirements.
- Reduce the risk of fraud, money-laundering and cybercrime.
- Implement in weeks, not months.



For more information or to book a demo,
visit ieDigital.com or call 020 8614 9800