

Video Banking and Chat in one solution

Pocket Branch in a nutshell:

- ▶ A remote channel for banks.
- ▶ Three ways of communication: video, audio or text – addressing customers' specific banking requirements.
- ▶ Designed for mobile and web services.
- ▶ Omnichannel banking readiness – consistent experience across all platforms.
- ▶ A stand-alone solution or one embedded into any mobile application and website.



Benefits

Pocket Branch combines advantages of a brick-and-mortar branch and remote channels.

Benefits for bank	Benefits for customers
Lower operating costs and a much wider reach than a physical branch.	24/7 accessibility whenever and wherever needed.
Enhanced sales capabilities in comparison to traditional call centers.	Maximum convenience through simplicity and intuitiveness.
Easier relationship building thanks to human interaction.	Better user experience thanks to personal, eye-to-eye contact with the advisor.
Modern and innovative bank image.	Increased customer satisfaction owing to desirable features.

Boost sales with a virtual branch

Now the bank's advisors complete the whole sale of any banking product during one session in one place.



**Arouse
interest**



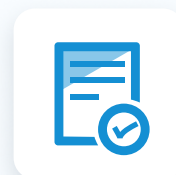
**Answer
questions**



**Present
visuals**



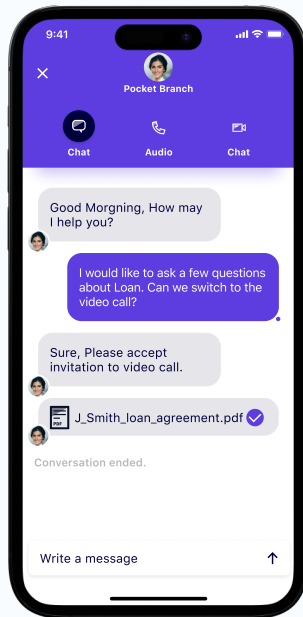
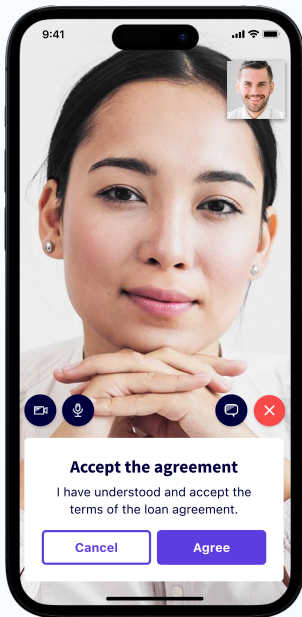
Persuade



Sell a product

Check out the features which support sales.

Pocket Branch sales tools

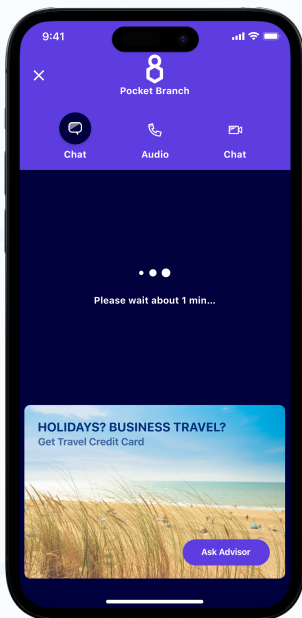


Screensharing

The advisor explains the product visually by showing simulations, tables and other documents. These options enhance product understanding and make the sales process transparent.

Sending documents

The customer receives essential documents (e.g. necessary agreements and forms) and familiarizes themselves with the files during or after the conversation, which helps the advisor close the sales fast.



Advertisements (banners)

They are used to engage the customer on the connection waiting screen. A click on the banner forwards the information to the advisor. This feature increases sales potential.

Proactive chat

The system detects if the customer is in doubt and reacts by launching a chat window. This option may be available when Pocket Branch is synchronized with our no-code solution – Extentum.

Drawing board

The advisor marks, draws, highlights and underlines key aspects of the product on the screen, which improves communication and helps the customer make the final decision.

Pocket Branch backoffice tools



Quick responses

The predefined, customizable set of ready responses for most frequently asked questions that make the advisor's work more effective.

VIP queue

With this option, it is possible to provide priority service to a selected group of customers, which improves user experience.

Multichat and asynchronous chat

The features enable asynchronous communication support, the possibility to chat with many clients simultaneously, conversation switching and access to the chat's history.

Initiating a call by the advisor

The tool allows the advisor to call or call back the client through audio or video.

API – quick integration with any mobile banking application

- ▶ Our SDK can be easily embedded into any existing app (made by us or any other IT vendor).
- ▶ API and detailed technical documentation for developers are provided.
- ▶ The component is ready for branding.

About us

Finanteq is a successful technology company with extensive knowledge of digital banking solutions. Mobile banking development has been the core of our business for more than 15 years. Over that time, we have created many practices and principles, that we use in every project.

We are a trustworthy partner: our developers have run a multitude of mobile banking projects worldwide. We deliver digital solutions for both retail and corporate banks. We can also create a separate app for a specific segment of the bank's customers (e.g. VIP, youth).

Our clients:



Create your digital banking with us!



Discover the full potential of Pocket Branch

Download the Product Overview and learn how to be closer to your customers.

Learn more and make an appointment for a demo.

BOOK A DEMO →



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