

AUTOMATE MEMBER SUPPORT WITH THE SILVERCLOUD CHATBOT

Meet the SilverCloud Chatbot – a new and easy method that delivers instant support and high-end service for your members. Chatbot provides common and critical information anytime a member has a banking-related question, like changing a password, exploring deposit or loan products, and online account opening.

Benefits of SilverCloud Chatbot:

- Guided conversations that pull your members through journeys to increase product conversions and deliver self-service – on a 24/7 basis
- Reporting and analysis so you can determine what your members are looking for in your digital channels
- Combined with the content built for you and our technology platform, our proven process ensures you fast, accurate and unique experience in 30 days
- No user licenses or usage fees, just a simple flat fee



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A Guarantee Like You've Never Seen Before

Our proven process ensures you launch in 30 days with a solution that delivers results. We are so confident, that we deliver a 6-month satisfaction guarantee. Leave penalty free after 6 months, no questions asked.

The ONLY Credit Union-Specific, Turnkey Chatbot

- Delivers the correct answers
- With millions of searches on the SilverCloud platform, we know what questions members ask AND we build the right answers and guided conversations for you.
- Chatbots are not set it and forget it tools – they need ongoing analysis and updates that AI alone won't deliver. We provide both to ensure it is constantly improving to prevent bot rot.
- Deploy banking-specific technology that checks the boxes on content management, workflow approvals, audit history, security, AI, and industry connectors that provide a seamless user experience.

SilverCloud Guided Conversations

We also include up to 10 SilverCloud guided conversations. These guide your members through high-volume and high-value inquiries, such as exploring deposit or loan products and online account opening, to troubleshooting basic mobile and online banking issues such

as changing a password. Each guided conversation can contain up to 50 steps. SilverCloud will maintain and update these guided conversations as necessary to ensure successful engagement. Additional guided conversations can be purchased as needed.

SilverCloud Chatbot

- ✓ **Content Built for You**
 - Customized chatbot answers
 - SilverCloud product & support guided conversations (10)
 - Ongoing content & guided conversation optimization
- ✓ **Process for Success**
 - Industry-specific best practices
 - Data-driven recommendations
 - Live in 30 days
- ✓ **The Technology Credit Unions Need**
 - High-grade security, compliance and content management
 - AI & reporting
 - Industry connectors

Find out how CU Solutions Group's SilverCloud Chatbot can make your credit union more efficient by calling 800.262.6285, or by emailing info@CUSolutionsGroup.com