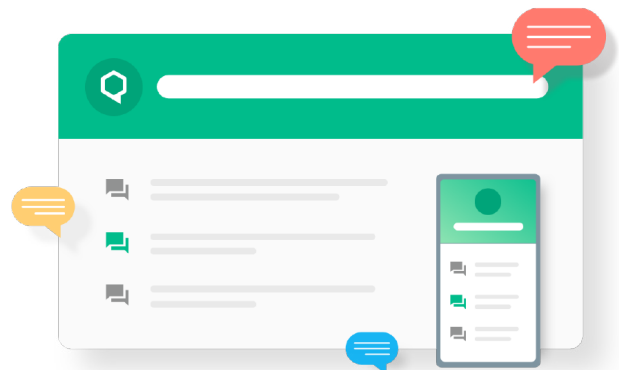


## DELIVER THE AUTOMATED SUPPORT THAT'S MISSING IN YOUR DIGITAL CHANNELS

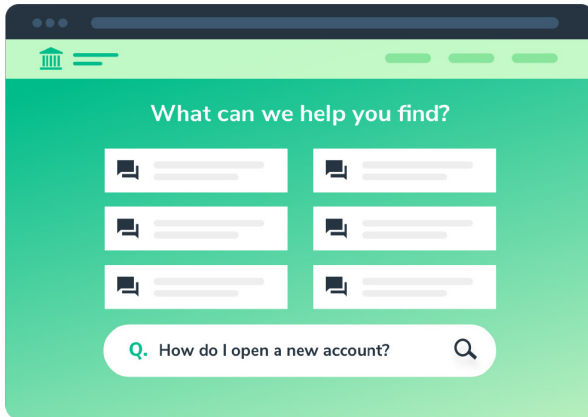
Unify, manage and deliver automated support and engaging journeys across your mobile, chat, and web platforms to create a complete self-service solution.

### Benefits of Consumer Support

- Decrease contact center inquiries (calls, emails and chats)
- Increase product engagement
- Deliver a better consumer experience



# DELIVER THE AUTOMATED SUPPORT THAT'S MISSING IN YOUR DIGITAL CHANNELS



## Consumer Support Features

- Chatbot
- Digital support tools
- Mobile
- Website
- Contextual content widgets
- Customized support answers
- Ongoing content maintenance
- Standard inquiry management
- Content drafting & approval
- Data-driven recommendations



### Banking Specific Search

Provide the most useful and relevant information with contextual search to ensure your members get information quickly and intuitively.



### Banking Chatbot

Deploy your SilverCloud content via Chatbot. Display top questions, let them ask questions, and build custom bot journeys to answer and guide your member from question to satisfaction.



### Inquiry Management

Capture leads and user questions while routing submissions to the correct departments.



### Data-Driven Recommendations

Get real-time insights into what is working, what needs refinement, what is old, and what is new, so your content is continuously improving.



### Digital Support Widgets

Encourage self-service and user engagement with customizable widgets that can be deployed across your web, mobile, and online banking platforms.



### Content Services

Not only do we create and implement your content, we optimize it by following industry best practices and providing ongoing updates and enhancements.

Find out more about SilverCloud by calling **800.262.6285** or emailing **Info@CUSolutionsGroup.com**.