



TRANSACTION
SYSTEMS

www.tr-sys.com



Live Bank

The Way to
Virtual Banking



A BULLET-PROOF FUNCTIONALITY

LiveBank comes with a set of tools making online banking an effective, yet hassle-free experience: calculators and forms, screen sharing between the customer and advisor and two-way file transfers, all within fully encrypted connections. LiveBank works both in a browser and on mobile devices, creating a convenient cross-device customer experience. The solution supports client authentication and transaction authorization, including proprietary voice biometry. Banks can easily meet compliance requirements, offering a centralized recording/replay system with all recordings encrypted and easily accessible in case of complaint resolutions.

BRIDGING THE GAP

Bridging the gap between the rich-in-advice physical bank branches and self-care online/mobile banking, which has low conversion rates, Transaction Systems brings to you LiveBank, an innovative solution by Ailleron, currently serving millions of bank customers worldwide.

A unique platform that enables banks to conclude end-to-end transactions via video, audio and text channels, LiveBank creates a virtual branch with all the features of a physical one. The solution combines four distinct groups of functionalities: Call Center, Video Conferencing & Video Collaboration, Web Conferencing, On-Line Meetings & On-Line Banking, Mobile Banking & CRM, bringing remote bank services straight to bank customers.

WHY LIVEBANK

- Improved, higher quality customer service in digital channels and higher conversion rates (more than 400%)
- Optimization of bank branches allowing for up to 50% savings on operational costs
- Increased productivity
- Increased revenues
- Loyal customers
- Enhanced brand image
- **Easy Integration** - can be integrated with internet and mobile banking, authentication and authorization services, Single sign-on, CRM, call center and Active Directory.

Furthermore, LiveBank can be integrated to the SimpleRTS, Transaction System's offering for a Remote Teller Station, providing an end-to-end branch automation solution, making the idea of Branch-in-a-Kiosk a reality and driving customer experience to a new level.

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LiveBank supports 90% of physical bank operations and products offered



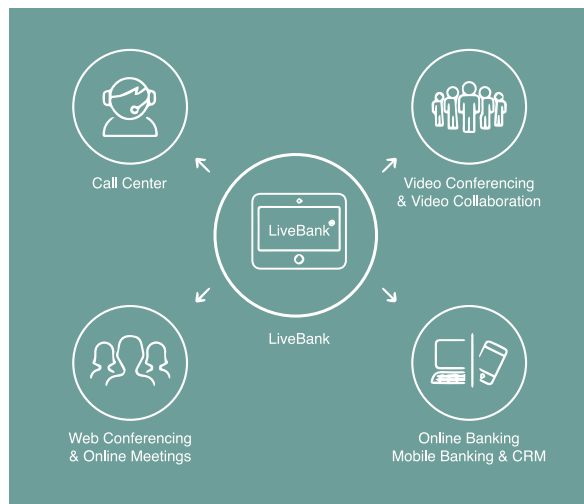
A 25-fold increase in the number of transactions following the LiveBank and video channel introduction



Fully Embraced by clients: 12 months after implementation 10% of bank clients use LiveBank

INTERACTIVE BUSINESS FUNCTIONS:

- Client context/topic call routing
- Call queuing
- Interaction management
- Skill based routing
- Online presentation, incl. apps restriction rules
- Graphical toolbox
- Co-browsing / print-screen
- Secure files exchange/sharing
- Meeting scheduling/e-mail invitations
- Audio/video streaming
- Encryption
- Meeting recording
- Client authentication
- Single sign-on
- Transaction/operation authorization - Client profile recovery
- Content marketing



THE PERFECT PLATFORM FOR COST OPTIMIZATION AND STATE-OF-THE ART CUSTOMER SERVICE

LiveBank is not merely a video chat advice channel. It is a sophisticated solution in which live channels either complement existing processes or allow banks to create new ones. The revolution is coming!