



# TEMENOS

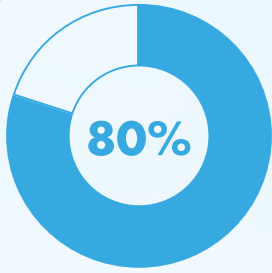
Infinity

## **Temenos Infinity** Engage

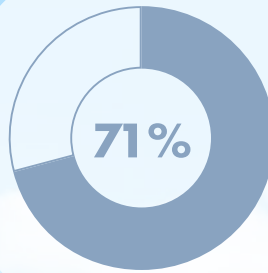
Temenos Infinity Engage is a unique financial messaging tool that helps build 1-to-1 relationships between agents and customers using a mobile messaging app interface that is familiar and effective for users. Engage also enhances staff productivity by harnessing the power of parallel processing. A single Engage agent can support up to 1,000 customers using the tool. Engage not only increases efficiency, it is proven to increase customer satisfaction and generate revenue as well.





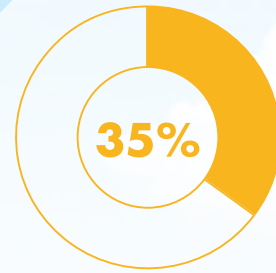


**of customers  
who have a  
branch feel they  
have a personal  
connection with  
their bank**

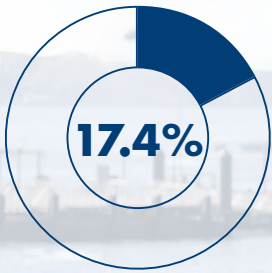


**of engaged  
customers stay  
with their bank  
for life**

The case for  
relationship-  
based banking



**of customers  
with a branch  
have a higher Net  
Promoter Score  
(measurement  
of customer  
satisfaction)**



**of customers have  
1-2 meaningful  
conversations with  
their personal  
banker per month**







## How we Address your Goals and Challenges?

Financial institutions can differentiate themselves from competitors by providing a human connection to their customers. These efforts show that they care more about their community and customers. Historically this has required significant investment in branches.

Temenos Infinity Engage offers an alternative for adding a human and personalized touch to your digital banking experience.

By combining real bankers with secure digital instant-messaging technology, customers can establish a one-to-one relationship with their financial institution in a modern way.

Engage facilitates conversations from “I lost my card” to “I’m starting a business” and enables your staff to complete relevant transactions and offer financial guidance accordingly.

A key differentiator of Engage over other chat solutions is that it goes to your customer’s chosen agent – someone they’ve built a relationship with (not a pool of agents or an e-chatbot). If the assigned agent isn’t available, that customer can send the message to a pool of available agents. But 94% of people select to wait for their agent to respond – showing the value people put in that human connection.

# What Our Solution Covers

Engage provides a unique customer experience that goes beyond the capabilities of simple support chat by allowing customers to select a single agent who will be *their* agent.

Every issue that a customer has they can now speak to a trusted advisor about. Customers can also discuss much larger problems than just that their debit card isn't working, such as budgeting, loans, or financial concerns. They can even bond with their agent over their love of puppies, sports, travel, etc.

All of these conversations deepen the relationship between the agent and the customer, so the next time a customer is looking for a loan, they will go to their agent first – where their agent can view past conversations for better continuity of their ongoing relationship.



# Features

Support your customers without being face-to-face via unique financial messaging using an SMS style mobile messaging app.



With message persistence and relationship-based banking, complete complex tasks quickly that would otherwise take multiple calls or visits.

Humanize your digital channel by allowing your customers to choose their own personal agent.



Agents can add experts from inside the institution to conversations to handle complex questions.

Comprehensive training and best practice guidance ensure that staff is well-versed in how the application works and in how to develop long term relationships with users.





## Benefits



### Increase Product Coverage

Banks reported an average of 2.27 products per customer, vs. their typical average of 1.59 (a 60% increase).



### Increase Bank Engagement

Engage users are more likely to leverage other services as well, such as Bill Pay and Mobile.



### Reduce Call Queues and Branch Traffic

Customers can now complete complex transactions easily without a trip to the bank or waiting on hold.



### Provide Financial Guidance

Agents can provide long term advice and support to customers to help increase their financial health.



### Boost Employee Satisfaction

Engage bankers are more empowered, satisfied and upwardly mobile than before.



We like to call it a modern technology with a distinctly human touch. It blends that human and digital interaction seamlessly.”

**Nicole Lmbie,**

Head of Sales and Service Transformation,  
Credit Union Australia (CUA)

## Get in touch

To find out more about Temenos Infinity Engage, [contact us](#)

[temenos.com](https://temenos.com)

### About Temenos

Temenos AG (SIX: TEMN) is the world's leader in banking software. Over 3,000 banks across the globe, including 41 of the top 50 banks, rely on Temenos to process both the daily transactions and client interactions of more than 500 million banking customers. Temenos offers cloud-native, cloud-agnostic and AI-driven front office, core banking, payments and fund administration software enabling banks to deliver frictionless, omnichannel customer experiences and gain operational excellence.

Temenos software is proven to enable its top-performing clients to achieve cost-income ratios of 26.8% half the industry average and returns on equity of 29%, three times the industry average. These clients also invest 51% of their IT budget on growth and innovation versus maintenance, which is double the industry average, proving the banks' IT investment is adding tangible value to their business.

For more information, please visit [www.temenos.com](https://www.temenos.com).

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THE BANKING SOFTWARE COMPANY