

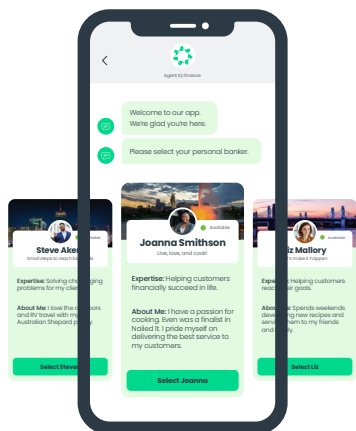
Fact sheet: Lynq features

Lynq™ by Agent IQ—a complete personal digital engagement solution.

The platform that puts a branch in every pocket.

Platform overview

The Lynq digital engagement platform allows your customers to select and engage with a personal banker for all their financial needs across any digital channel; just like they are used to engaging with their family and friends.



Engagement channels

- Mobile messaging
- Web chat
- Chat bot
- Video
- Co-browsing
- SMS
- Facebook Messenger
- WhatsApp

Schedule a demo today at www.agentiq.com or email us at hello@agentiq.com to learn more.

Engagement modes

- Real-time chat
- Asynchronous chat
- File sharing
- Image sharing
- Link out to scheduling (if available)
- 1-to-1 and many-to-1
- Ability to include back-up team for urgent needs

Bankers features

- Real-time chat
- Asynchronous chat
- File sharing
- Data Loss Protection (DLP)
- Client notes (CRM-like)
- Schedule reminders
- Recommended responses
- Recommended documents
- Recommended files
- Ability to include subject matter experts
- Tiered platform access (banker, manager, business owner)

AI capabilities

- 24/7 self services (FI configurable)
- Intent matching
- Creation of recommended responses
- Presentation of recommended documents
- Presentation of recommended files
- Execution of workflows (e.g. standard processes or questions)
- Topical analysis of conversations (by segment, channel etc.)
- Clustering analysis of conversations