

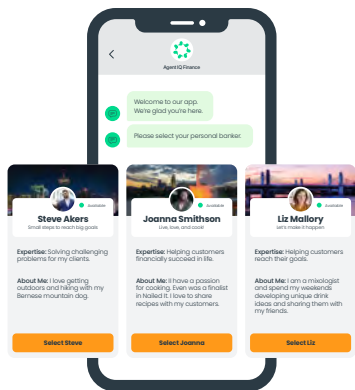
## Fact sheet: Lynq features

# Lynq™ by Agent IQ—a complete digital relationship banking solution.

The platform that puts a branch in every pocket.

### Platform overview

The Lynq digital relationship banking 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
- Virtual assistant/chatbot
- Video
- Co-browsing
- SMS
- Facebook Messenger
- WhatsApp

### Engagement modes

- Real-time chat
- Asynchronous chat
- Document and image sharing
- Link out to scheduling (if available)
- 1-to-1 and many-to-1
- Ability to include back-up team or SMEs in conversations
- Configurable customer journeys for different segments

### Bankers features

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

### AI capabilities

- 24/7 self services (FI configurable)
- Intent matching
- Real-time translation
- Recommended responses
- Recommended documents and files
- Execution of workflows (e.g. standard processes or questions)
- Automated topical analysis of conversations (by segment, channel etc.)
- Clustering analysis of conversations

**Schedule a demo today at [www.agentiq.com](http://www.agentiq.com) or email us at [hello@agentiq.com](mailto:hello@agentiq.com) to learn more.**