

# Banking advice from the remote workforce

Successful and customer-oriented even in times of social distancing

Your branches are closed, but your customers are looking for personal advice? You want to use all available options to stay reachable? Flowable Engage simplifies customer consulting and communication. This brings the customer closer in times of social distancing.

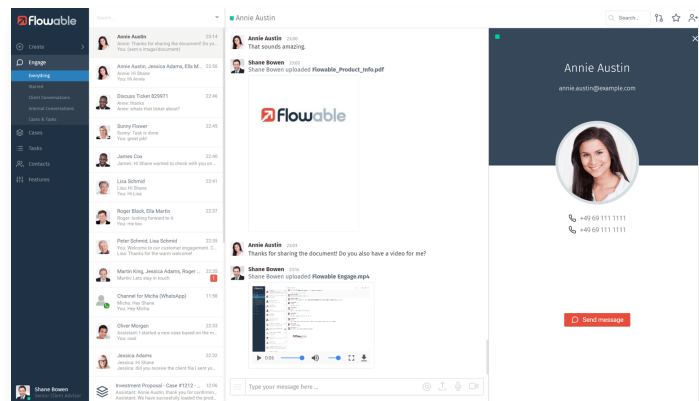
By integrating WhatsApp into your infrastructure with Flowable, you can reach customers directly and personally to answer their questions instantly. Whether it's a matter of collecting data, providing information or accepting orders, Flowable Engage retains all messages and maintains integrity and legal certainty.

### Why wait?

With the WhatsApp integration, you can make your customer service personal, efficient and legally compliant.

### Time is money

Flowable Engage is easy to implement and can be up and running within 2 weeks.



## Flowable for greater customer engagement and faster workflows



Bring customers closer and guarantee service even from a remote workforce



Ensure compliance and data security when communicating via WhatsApp Messenger



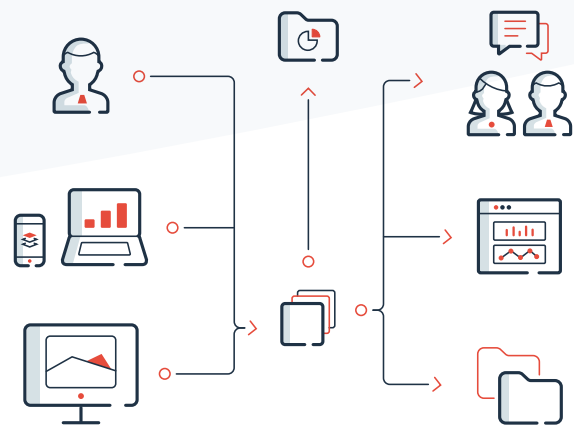
Implementable within a few days – reach tomorrow's customers via Messenger

## Flowable Engage offers an Omnichannel experience

Flowable Engage is available for internal communication as well as for communication between bank and customer via their preferred messaging application. Documents, audio and video files can be exchanged. If necessary, other specialists can be called in to join the conversation.

### The functions at a glance:

- ✓ Call management in personal dashboards
- ✓ Various chat possibilities
- ✓ Engaging experts in an open chat
- ✓ Conversational chats based on different channels such as WeChat, WhatsApp, etc.
- ✓ Context-based discussions as topic chats
- ✓ Automated guidance with digital support for standard processes and customer-specific procedures
- ✓ Standardized processes for chats along the customer journey



**Intelligent  
Business  
Automation**

## Audit-proof logging and archiving

The entire audit trail of communication is always available, including the conversation or correspondence itself. The documentation can be archived and is retained even if the advisor leaves the bank. The flexibility of the platform makes it possible to integrate archiving systems without much effort. The existing archiving processes can be used and adapted to the client's needs.

## Easy to implement, quickly available

Flowable is easy to implement and can be up and running within a very short time. Why wait? With WhatsApp integration, you can make your customer communications personal, efficient and legally compliant. Contact us for a no-obligation web demo.