

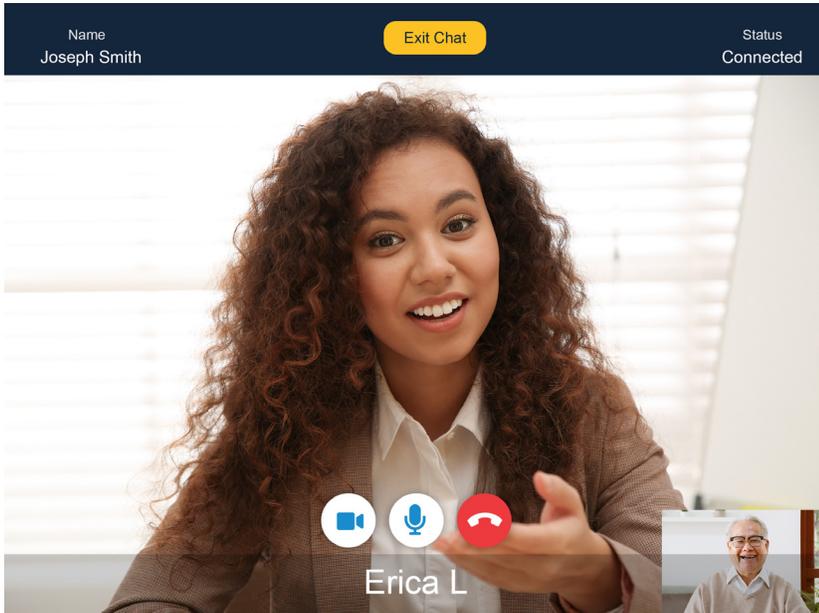


## VIDEO BANKING

**No member likes to play the waiting game — Create a better member experience with this live, on-demand and personal service solution.**

With new technology constantly emerging, your members are accustomed to instant gratification. Whether they have a question or issue, they want instant, yet personable ways to get them resolved. Our Video Banking product offers fast and personalized member service through your website and online or mobile banking\*.





With Video Banking, you provide one-on-one support that your members appreciate and deserve. This unique remote delivery solution will allow members to video chat with member service representatives or specialists at the credit union through real-time secure video streaming.

## Features include:

- An administrative console for the credit union to manage operators, MSRs, and specialists.
- Support categories selected by the member and associated with specific MSRs or specialists.
- Link or message sharing.
- Screen sharing to assist members through various journeys.
- Hours of operation settings.

| Order | Caller       | Location               | Business  | Waiting Since | Time in Queue |
|-------|--------------|------------------------|-----------|---------------|---------------|
| 1     | Joseph Smith | Ann Arbor, Michigan US | Auto Loan | 11:37am       | 0:07 Pick Up  |

### History: Erica L

| Start               | End                 | Business     | Rating  | Feedback          |
|---------------------|---------------------|--------------|---------|-------------------|
| 2021-04-06 11:20:35 | 2021-04-06 11:25:45 | Lost Card    | 5 ★★★★★ | Great experience! |
| 2021-04-06 11:26:40 | 2021-04-06 11:36:14 | Open Account | 5 ★★★★★ | Great experience! |
| 2021-04-06 14:09:38 | 2021-04-06 14:10:22 | Open Account | 4 ★★★★★ | Great experience! |
| 2021-04-06 14:10:58 | 2021-04-06 14:13:16 | Lost Card    | 3 ★★★   | Great experience! |

- After-hours messaging and calls to actions.
- Ability to invite additional MSR/specialists/support staff to join a secure video chat or transfer the chat to another team member.
- Unique video chat URLs for staff to add to emails or other correspondence with members.
- Historical data including member feedback.
- The Web application works in all modern browsers, with a mobile first approach.
- And many other features.

### Manage Business

| Name         | Average Minutes | Expire |
|--------------|-----------------|--------|
| Auto Loan    | 30              |        |
| Open Account | 20              |        |
| Lost Card    | 5               |        |
| Other        | 15              |        |

**The solution can be integrated into home and mobile banking, as well as the primary website and other online solutions. If you're interested in receiving more information, please reach out to us at [info@cusolutionsgroup.com](mailto:info@cusolutionsgroup.com).**

\*Integration into online or mobile banking requires support for adding links into those systems/interfaces.