



In the branch or an unstaffed location, iBank LiveHelp serves as a vital link between you and your customers, providing them with self-service access to your online banking services and to live customer assistance as well.

iBank LiveHelp includes an autodial handset that allows your customers to speak directly with your call center representatives, enriching the customer experience.

As a further enhancement, iBank LiveHelp can also be equipped with video conferencing capabilities. This option allows your customer to see live video of the call center representative with whom they are speaking.

LiveHelp adds a human touch to your self-service iBank kiosk. During the hours your call center is closed, iBank will politely explain to customers when your representatives are available.

Find out today how iBank LiveHelp can extend the value of your call center and branch network without additional personnel.

