IND Contact Centre Banking

Banks and financial institutions invest enormous time and resources into their contact centre in order to build and strengthen customer relationship. Seamless customer service, explicit and quick problem solving are among the key mainsprings of client loyalty. IND Contact Centre Banking enables call centre to become an efficient sales and customer service channel.

IND Banking Front-Office (BFO) provides banking services that enable banks to build a comprehensive front-office system. These services, based on industry standards, are available in standard product packages.

IND Contact Centre Banking gives a single view of the customer: all banking service functionality – enquiries, transactions, orders – can be executed via a sole contact centre user interface.

- Browser-based rich application;
- Decreased service time, as a result of using only one application;
- Great flexibility due to deep integration with CTI server and IVR;
- Fully controlled agent session lifecycle by automatic call routings;
- Enhanced self service options.

IND Banking Front-Office gives the contact centre agent and the web channel user the same screen layout and experience; therefore agents can easily help and educate the less-experienced clients using the Internet Bank.

"Narrator" function

IND Contact Centre Banking offers this special tool for contact centre agents. It is a standard guide to simplify contact centre processes with pre-defined questions and templates. Besides it is an effective sales tool as it contains all available offers and promotions, thus conversion rate can significantly be increased.

Search engine

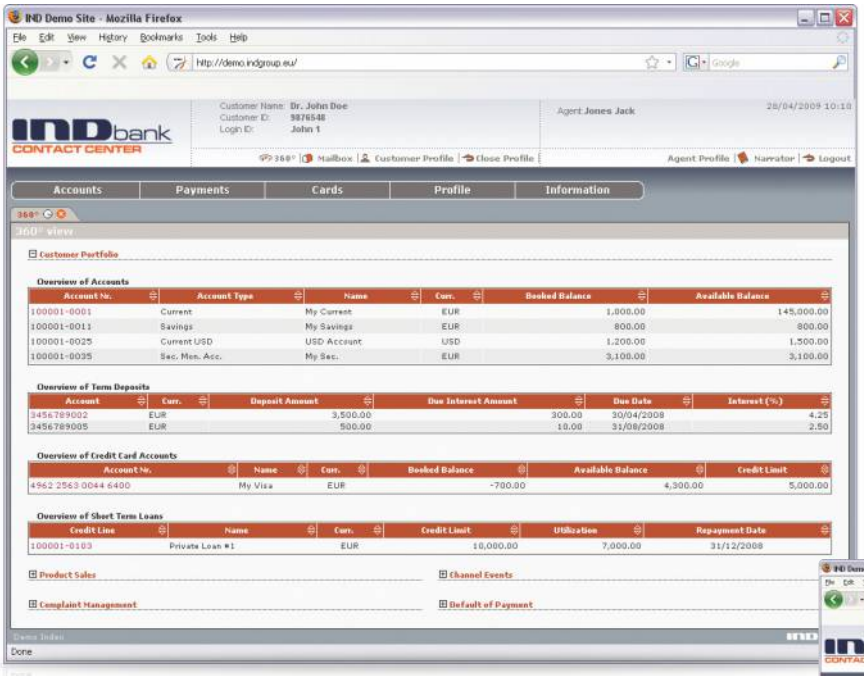
The highly sophisticated search engine allows contact centre agents to initiate customer query quickly and easily via the agent interface.

IVR functions

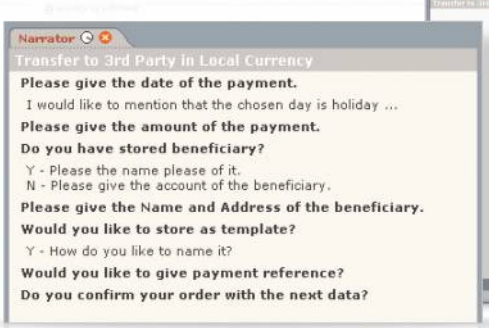
IND Contact Centre Banking product can be integrated with a CTI server in order to quickly divert the actual call to the right place – agent or IVR. From the processing point of view, calls are handled by the IVR system, while business processes are managed by the IND application.

360° customer view

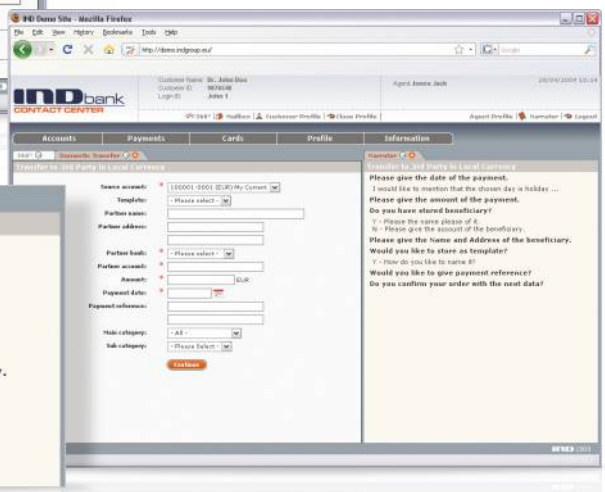
The 360° customer view provides a full picture of users' accounts, turnover, deposits, loans and last transactions on a single screen where the agent can answer most of the questions immediately. In addition to these, transactions can also be initiated from the same screen, therefore response time can significantly be reduced.



360 Degree Customer Overview



Narrator Function



Domestic Payment in Contact Centre

Functionality

Account management
- Overview
- History
- Transaction Status
- Blockings

Payments
- Internal Transfer
- Domestic Payment
- Payment in Foreign Currency
- Standing Orders
- Pending Transactions
- Pending Authorizations
- Payment Templates

Instructions
- Term Deposits
- Order Printed Statements

360° view

Card
- Card History
- Stop Credit/Debit Card

Administration
- Manage Users
- Manage Permission Groups
- Signature Rules

Information
- FX Calculator
- Loan Repayment Calculator

Brokerage
- Portfolio overview
- Buy / Shell
- Manage Contracts
- Alert
- Favorites

IND Contact Centre Banking

IND Contact Centre Banking uses the IND Banking Front-Office framework which enables easy integration with back-office systems and quick customization.

About IND Group

OUR KEY CLIENTS:	INTESA SANPAOLO	ERSTE BANK	Raiffeisen BANK
UniCredit Bank	Tejarat Bank	National Bank of Oman	ZUNO

Your IND partner:

IND Group is one of the leading developers and providers of banking front-office products in the European e-finance market.

Our flagship product, the IND Banking Front-Office, is a set of comprehensive range of services that empowers front-office operations. BFO delivers a complete sales and banking suite of channels including branch, internet, mobile, contact centre on the same centralized platform, improving service quality and performance.

Meet your business needs

Working with Business Partners, IND delivers a comprehensive and customizable solution including BFO business components, services and infrastructure. With more than ten years of experience we continuously strive to build a best-in-class contact centre solution to meet your and your clients' needs.

For more information please contact us at: **www.indgroup.eu**
or send e-mail to **sales@indgroup.eu**

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IND
The Banking Front-Office Technology