

BUILD VIDEO BANKING SOLUTIONS THAT ENGAGE

Empower your websites and applications with live video/voice calls and messaging

Communication Platform-as-a-Service (CPaaS) provides video, voice and messaging APIs for fast and rapid integration into your websites, applications and workflows.

Drivers for using CPaaS



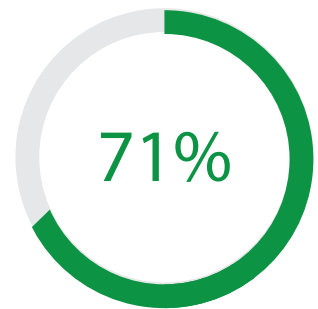
Enable secure customer connection



Convenient and personalised experience



High touch, low cost customer engagement



71% of your peers have already used or will be using CPaaS to enhance their online banking solutions

EnableX Next-Gen CPaaS

SIMPLE

Easy to use APIs and SDKs that come with all the tools and codes for fast deployment

SMART

Awesome features that revolutionise communication experience

POWERFUL

Low latency, high quality, scalable cloud-based platform that you can rely on

FLEXIBLE

Fully customisable call functionalities, UI, billing and hosting

USE CASES

PRIVATE AND COMMERCIAL BANKING

Greater Client Convenience, Stronger Client Relationship



BANKING CONSULTANTS CHALLENGES

- High net-worth clients do not have the time to visit their bankers/Financial Consultants
- Conversations are normally done via email and phone thus losing opportunities to provide in-depth advice

ENABLEX SOLUTIONS

- **HD video calls** between bankers and clients within the secured banking website/app
- **Secure documents** can be shared within the call for indepth discussion
- **Multiparty video calling** by bringing in the most suitable expert, regardless of location
- **End-to-end encryption** of all calls and shared

BRANCH SERVICES CHALLENGES

- Long waiting time in the bank
- Right expertise might not be available in that branch
- High manpower cost and resources to have financial consultants in all branches

ENABLEX SOLUTIONS

- **Embed live video calls into banking kiosks or rooms** for walk-in customers to connect with remote experts
- Conduct paperless account opening, mortgage services, and other financial services securely
- **Co-browse and share documents** during remote conversations for better mutual understanding

VIDEO-ENABLED BRANCH

Shorter Wait Time, Consistent Quality Service



VIDEO-ENABLED CONTACT CENTRE

Higher Resolution Rate, Greater Customer Satisfaction



CONTACT CENTRE CHALLENGES

- Difficult to explain financial services and complex ideas with words
- Limited in understanding customer emotions

ENABLEX SOLUTIONS

- **Interactive video calls** within banking websites, Apps and ATMs for face to face conversation with contact center agent
- **Escalate from text chat or phone call to a fully engaged video conversation**, all in a single click
- **Video-on-hold functionality** provides sharing of relevant information to customers while waiting
- **Call recording** for agent training or compliance