Would you like
to hear your
checking balance?

ENACOMM's Virtual Personal Assistants
for Financial Institutions

VPA
Virtual Personal Assistants

Bringing Intelligence to Customer Self-Service

Millions of Times a Day

enacomm®

Conversational AI Banking-Gives Customers and Members a Growing, Innovative Self-Services Channel

Virtual Personal Assistants (VPAs) Have Become Mainstream in Omnichannel Self-Service Banking

From Amazon and Google to Apple, Microsoft, and a host of others, VPAs are well established and in use in homes across America. Now, with continued advances in technology, customers and members of financial institutions expect to engage in "conversational banking" using their voice to conduct virtually all of their typical banking interactions.

VPAs are powered by artificial intelligence (AI) algorithms and activated by speaking to the device. With Conversational voice banking from ENACOMM, VPA customers can use their choice of hardware devices to access commonly requested account information by simply speaking their requests.

ENACOMM's VPA works with major brands of hardware devices

Retrieving financial information is simplified with ENACOMM's secure VPA. Rather than searching through multiple screens or pushing buttons on a telephone, users can simply ask a question, whether related to account information, branch locations, or a financial institution's products and services.

### VPA Are Easy to Use and Secure

Your customers simply login to their VPA vendor web site (Amazon for example), search for your financial institution's

VPA, link their bank or member account to their device, set their PIN and they're ready to go! All interactions other than frequently asked questions require PIN authentication and all communications with the financial institution are encrypted.

VPAs Use the Most Natural Of All Communication Channels: Your Voice
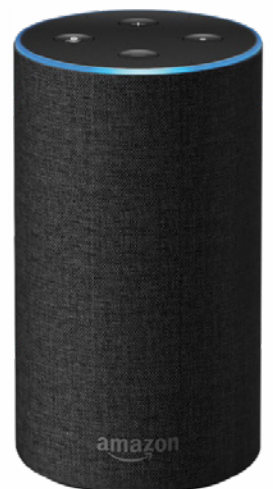
Customers and Members Are Increasingly Using Voice Based Interactions in All of Their Banking Systems

ENACOMM Is the VPA Innovator of Choice

ENACOMM has designed and hosted intelligent self-service solutions for financial institutions for decades. As part of ENACOMM's omni-channel approach to give customers and members multi-interaction paths, providing VPA for banks and credit unions is the latest example of delivering convenient options for users to interact with their financial institutions. Using ENACOMM's hosted systems, properly authenticated users can confidently conduct secure bank transactions and access financial account information. For example, the customer simply says, **"Alexa, tell me my recent checking account withdrawals."**

ENACOMM's VPAs make Conversational Banking easy and convenient

VPA, as a part of ENACOMM's Financial Suite (EFS) Provides Dynamic Personalized Features

With EFS you can deliver an intelligent customer experience. ENACOMM's EFS software suite remembers your customer's or member's preferences, offering a "balance first" option, a choice of persona, optional texting, and many other features that interact intelligently with the customer.

360 Degree View of Your Customers and Members

As with all ENACOMM's customer service products, EFS logs all steps that the user performs while using the VPA to ENACOMM's ViA omni-channel customer behavior reporting system and Fraud Control Module for enhanced services.

For a complete list of features, and benefits, see our website for the latest EFS brochure.

Customers and members can access a host of features and functions based on core system capabilities, including:

- Account summary (listing of current balance for each account)
- Account balances for credit card, checking account loan account, and savings account
- Recent transactions for your credit card, checking account and savings account
- Financial institution routing number
- Card activation
- Credit card bill due date
- Available credit on your credit card
- Pay your credit card bill
- PIN change
- Suspend card and unsuspend card
- Loan payoff amount
- YTD interest earned / YTD interest paid
- Frequently asked questions

Available for Amazon Alexa and Google Assistant!

For a Demonstration
Call ENACOMM Today
1.877.860.0025
Ask for Sales!

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ENACOMM is PCI-DSS Level 1 certified and approved by the major payment networks.