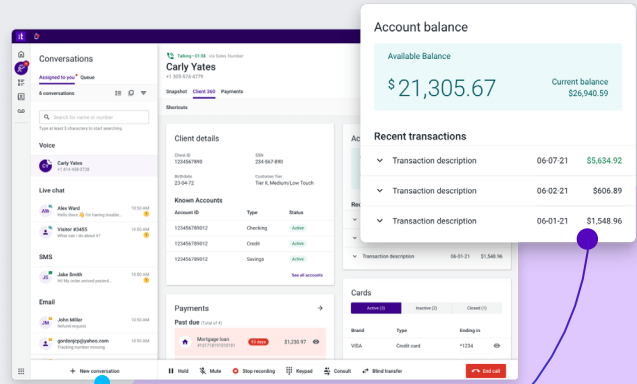# MetTel | :talkdesk®

Talkdesk Financial Services Experience Cloud™ for Banking

Deliver a client experience that's seamless, personalized, and trusted.

Realize value from day one

**Deliver productivity and profitability**

Evolve from security to trust

Your clients' and members' expectations are shaped by their experience with new technologies and the heightened innovation offered by fintechs and emerging leaders from other industries. To stay competitive and meet client expectations, financial services organizations must evolve the client experience. Talkdesk helps banks and credit unions break free from outdated technology to unlock the promise and potential of great client and member experiences.

Talkdesk Financial Services Experience Cloud™ for Banking is an end-to-end contact center solution designed to meet the unique needs of financial services, including out-of-the-box integrations to core banking systems, automated workflows, and pre-trained AI for banking.

Key features

Integration with core banking systems and CRMs connect vital client data including account details and transactions for a holistic view of the client.

Banking agent workspace surfaces client information, credit card transactions, loan payments, previous interactions, and other customer context in a single, unified view for increased efficiency and speed to resolution.
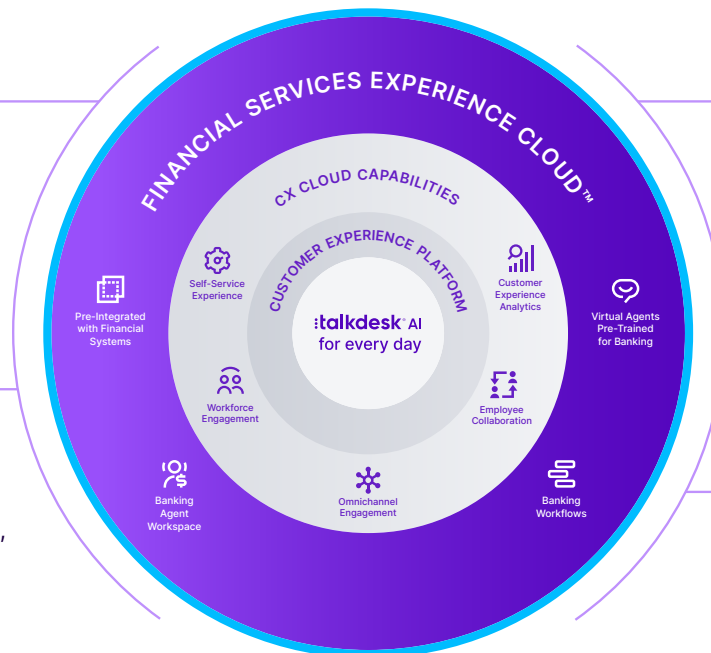

Virtual agents for financial services are conversational bots which autonomously solve customer issues with a human-like experience powered by AI that's pre-trained to understand banking scenarios and handle them with empathy.

Banking workflows leverage AI and integrations to automate processes and streamline account servicing, lending, and payments & collections.

Capabilities

Streamline account servicing, lending, and payments & collections.
Pre-built routing flows, bots, and agent scripts are integrated with core banking systems to fulfill banks top priorities for client experience.
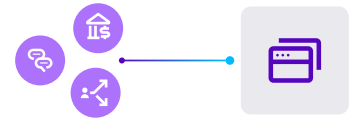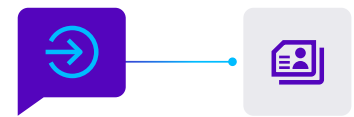
Enable digital account servicing with a human touch.
Solve client issues autonomously with banking-trained AI and seamlessly pass interactions to live agents
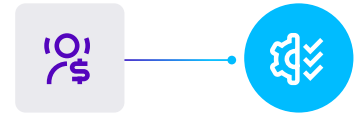
Accelerate time-to-value.
Out-of-the-box integration with core banking and CRM systems connects critical client data for increased efficiency and productivity.
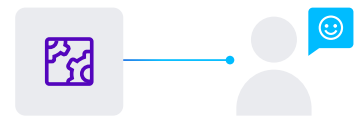
Improve client engagement.
Proactively notify clients about account changes, upcoming payments, and much more. Provide an omnichannel experience across the client's preferred communication channels.
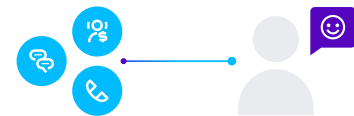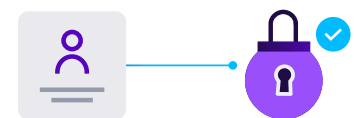
Deliver smarter interactions.
Leverage AI and integrations with your systems of record to proactively meet client needs during interactions in real time.

Enhance security, ensure compliance, and protect client data.
Voice biometrics and pre-built scripts for agents, along with interaction recordings, mitigate risks of negligence and fraud.

Leverage data to improve performance and satisfaction.
Empower your teams with dashboards and actionable insights to drive better business outcomes and client experiences.