

Jack Henry Digital Add-Ons

While we believe that all of our digital products are great out of the box, we know that you may need specific functionality to serve your unique community of accountholders. Below you'll find our full list of available digital add-ons – take a moment to explore all the possibilities!

available add-ons

AI Summaries for Jack Henry Conversations™

Automatically generate concise, easy-to-read summaries of message threads within Banno Conversations™ between financial institutions and accountholders. This feature helps support teams manage large conversation volumes by quickly surfacing the key points, reducing manual review time, and enabling faster, more effective customer service.

This feature is listed as part of the Support Suite for Jack Henry Conversations™.

Array's MyCreditManager

Connect with users, deepen relationships, and inspire engagement by embedding credit tools into the Banno Digital Platform™. MyCreditManager provides a full credit report and the tools to help end users better manage their credit.

Array's MyFinancialHealth

Available in Banno™, consumers can access basic credit monitoring tools, identity and privacy protection features and subscription management capabilities. They can also upgrade to premium features for enhanced control while generating non-interest income for your organization through a revenue-sharing program.

Banno Business™

The Banno Digital Platform powers you with all the digital business solutions you need to compete across the business spectrum. From startups to mid-size business accounts, we offer essential features like ACH payments, wire transfers, positive pay, user management, and Banno Conversations for Business™.

Looking for a more comprehensive business banking solution?

View our full range of [commercial banking solutions](#), including JHA Treasury Management™.

Banno Language Support

Jack Henry is making it easy for users to receive financial services in their native language. From initial login to depositing checks and bill payments, users can navigate through the application in any language supported by the platform.

Banno Marketing™ (Premium)

Banno's marketing functionality allows you to create and manage ad campaigns across multiple channels. Upgrade to the premium version of Banno Marketing to unlock advanced customization options, including unlimited campaigns and user segments, image selection, and access to fully customizable ad templates in the ad builder.

Banno Usage Data™

Access digital banking analytics about your users to make better informed decisions and unlock insights by inputting the data into your reporting tool of choice. We're providing access to an ever-growing set of data fields about how your accountholders are using Banno – both in the mobile app and online, via Google BigQuery.

Co-Browse for Jack Henry Conversations™

Enable financial institution support staff to securely view and guide an accountholder's screen in real time when leveraging Video Chat and Screen Sharing for Jack Henry Conversations™. It is designed to improve customer support by enabling representatives to walk users through processes directly, reduce confusion, and resolve issues faster.

This feature is listed as part of the Support Suite for Jack Henry Conversations.

Guest Chat for Jack Henry Conversations™

Allow non-authenticated users – such as prospects, visitors, or accountholders who aren't logged in – to securely initiate and participate in chat sessions (via Banno Conversations) with financial institution support teams.

This feature is listed as part of the Support Suite for Jack Henry Conversations.

Jack Henry Digital Card Issuance and Provisioning™

Jack Henry Digital Card Issuance and Provisioning provides your accountholders with a simple and secure way of adding their card to their digital wallet right from your institution's app – whether the physical card has been delivered or not.

Jack Henry Intercept™

Jack Henry Intercept is a cloud-native fraud prevention solution designed to provide financial institutions with a powerful, configurable tool to proactively identify and prevent suspicious activity. It leverages advanced behavioral scoring, signals specific to fraud vectors, and real-time data to stop fraud attempts.

JHA OpenAnywhere™

Join the ranks of big banking players that know technology and how to get sign-ups. Offer five-minute-fast account opening with no hoops to jump through that can be completed anywhere, anytime without having to get help.

Multi-Language Support for Jack Henry Conversations™

Multi-Language Support allows accountholders to communicate with financial institution support teams in their preferred language, while support representatives can still view and respond in their own language through real-time translation – improving accessibility, inclusivity, and service quality for diverse user bases.

This feature is listed as part of the Support Suite for Jack Henry Conversations.

OFX Gateway - Direct Connect (Intuit)

OFX Gateway (Direct Connect) is a Jack Henry product that utilizes the connectivity of Intuit's Direct Connect for two-way communication between Intuit desktop software and Banno Online™. With the OFX Gateway, financial institution end users will be able to download or communicate transactions from within Intuit's desktop software.

Online Finance Management + Finicity External Account Connection

Give your users the ability to seamlessly link to their third-party external accounts right within your app for enhanced connectivity – making your app the first place they'll go for checking their accounts, reviewing transactions, and managing their finances.

Support Suite for Jack Henry Conversations

The Support Suite for Jack Henry Conversations is a bundled set of add-on capabilities designed to enhance digital support experiences for financial institutions by expanding how accountholders and support teams communicate. It includes several modular features – AI Summaries, Co-Browse, Guest Chat, Multi-Language Support, and Video Chat and Screen Sharing – that improve efficiency, accessibility, and responsiveness within the Conversations product.

Video Chat & Screen Sharing for Jack Henry Conversations

With our new video chat and screen sharing functionality we are offering inside the Banno Digital Platform, you can have in-depth conversations and quickly resolve those more complicated accountholder issues without the need to be in-person. Quickly initiate a video call within Banno Conversations and allow either party to share their screen to more efficiently assist your accountholders.

build your perfect platform

Let's talk about this together. digitalexperience@jackhenry.com

For more information about Jack Henry, visit jackhenry.com.