

Banno Conversations

Video Chat and Screen Sharing

Some conversations are best had face-to-face, there's no way around it. And so you may be asking yourself, what can we do now that many people prefer to manage their banking on the digital channel? Whether for the sake of convenience, or in an effort to remain socially distant, users are finding themselves in your branch less and less often.

Fear not – with new video chat and screen sharing functionality we are offering in Banno™, you can have in-depth conversations and quickly resolve those more complicated account holder issues without the need to be in-person.



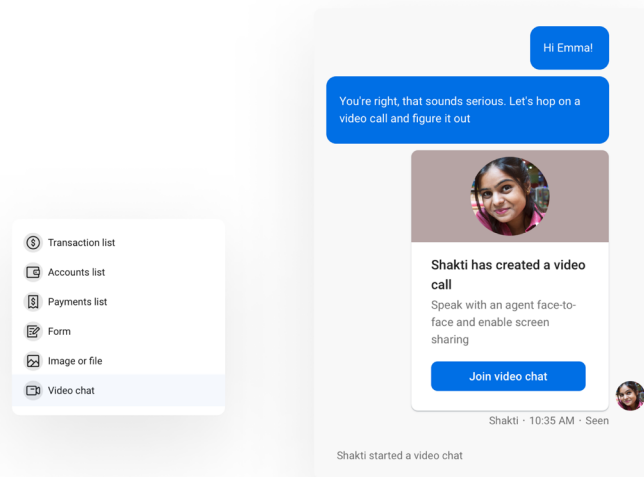
familiar features

Video chat is everywhere these days. From remote workers, to those trying to catch up with distant friends and family, nearly everyone has become comfortable using platforms like Zoom, Skype, and FaceTime. The benefits are clear – stronger connections, clearer communications, a greater sense of community – and the world of banking is no exception.

Video chat within the Banno Digital Platform™ is intuitive, using the same features that users have come to know so well:

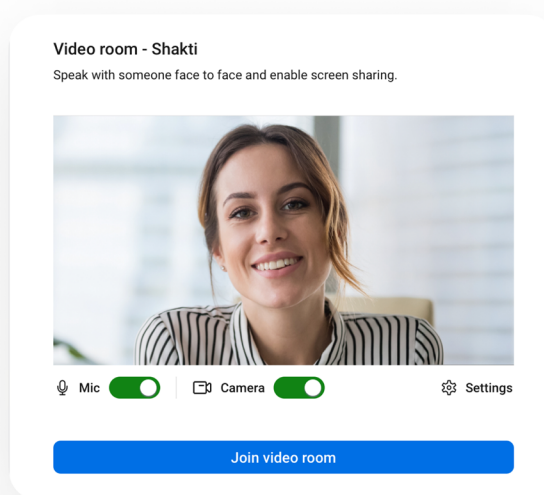
Easy Initiation

Let's say you're having a conversation with an accountholder about a complicated topic, like a first time mortgage or business loan, and you're struggling to provide clear expectations and establish trust over text. Quickly initiate a video call for you and the accountholder you are helping to join, right within Banno Conversations™. It's as simple as that.



Pre-Call Check-In

Aren't you tired of hearing "I think you're on mute"? Our pre-call dialog gives you a chance to double check that your audio and video settings are good to go (and that you remembered to brush your hair) before joining.



Multi-User Calls

Whether you're having a one-on-one call with a retail user, have a customer support rep who needs to loop in a loan officer to go over specific rate details, or are needing to call in an SME to help resolve an ongoing issue – we've got you covered. Multiple people can join a video call making it a great place to collaborate and problem solve.



Screen Sharing

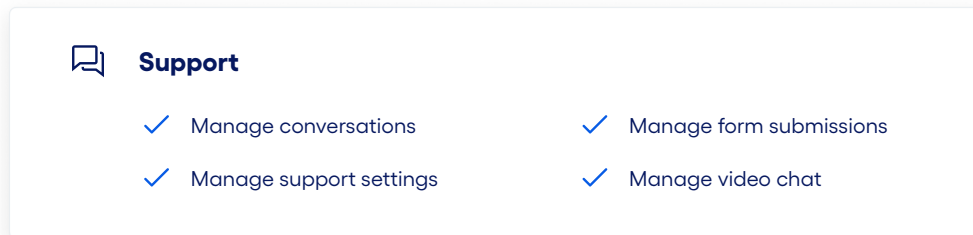
We all know how tricky it can be to try and explain what's happening on your screen without visuals. Skip the confusion and quickly reach a solution by allowing both employees and accountholders to share any part of their screen during video calls.

And did we mention, this opens the door to all kinds of possibilities. Now your employees can find ways to strategically utilize video chat and screen share to walk your accountholders through information on your website – even taking the time to share with them where they can find the latest product offerings.

*Note: Mobile devices and browsers can't share their own screen but can view a screen shared by someone else.

Admin Settings

Giving employees access is easier than ever – video chat and screen sharing functionality can be turned on and off for specific users and groups with the touch of a toggle.



Available Across Devices

We know that many users prefer to take care of business on their phones these days. No need to fire up the old desktop, video chat functionality will be available on both Banno Online™ and Banno Mobile™.

frequently asked questions

How will pricing work for these services?

Video chat and screen sharing features will require an additional cost to enable. The price includes a \$5,000 install fee, and \$.05 per active user each month.

How can I get access to these services?

Video chat and screen sharing features will be available for all Banno Digital Platform customers. Your financial institution will be able to opt-in for Banno functionality.

Are video calls secure?

Since users must authenticate to log in, all video chat communications are encrypted and secure – just like regular Conversations in Banno. Authentication is also double checked upon entering a video call, ensuring that only the intended individuals are able to gain access.

For audit purposes, video chat details are stored in the same way other Banno Conversation details are. Data and history events about when calls were started, when individuals entered the call, and more are noted within the Conversation, and details such as how long each call lasted are stored in Banno People™ for future reference.

Where can I find data about video call start time, length, and end-time?

Those details are tracked in Banno People under Users and Activity.

Does video chat allow for multi-user calls?

Yes, any support rep with the appropriate permissions can find and join any video chat.

Does video chat support virtual or blurred backgrounds?

No, video chat does not support virtual or blurred backgrounds at this time.

For screen sharing, does it extend to websites?

Screen sharing is browser-specific but there should be an option for full-screen sharing.

bring back face-to-face connection

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

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