**FINASTRA**  **enacomm**®

## Factsheet – ENACOMM EFS IVR

# Interactive Voice Response (IVR) for self-service conversational banking

ENACOMM EFS IVR provides intelligent, omni-channel self-service and analytics solutions. The conversational banking products and data services are delivered on-demand through the cloud.

*"With ENACOMM EFS IVR credit unions, community banks and financial institutions experienced a rise in call containment from 79% to almost 85% and improvement in caller authentication by 10%."*

Keeping up with the advanced technology offerings of competitors can be difficult. Community banks and credit unions using old, stagnant Interactive Voice Response (IVR) systems result in customer frustrations over limited communication channels. Outdated customer experiences lack personalization which can be improved with an omni-channel customer service.

Firms upgrading their legacy IVR systems are struggling with retaining customers and making them feel valued.

They generate unnecessary costs incurred by live agents handling calls and frequent call center fraud attacks that could be resolved through self-service.

ENACOMM EFS IVR is an omni-channel, self-service system allowing community banks and credit unions to understand customer behavior and increase retention. It is pre-integrated with Finastra's Fusion Phoenix for faster implementation.



**Analysis using the IVR shown above**
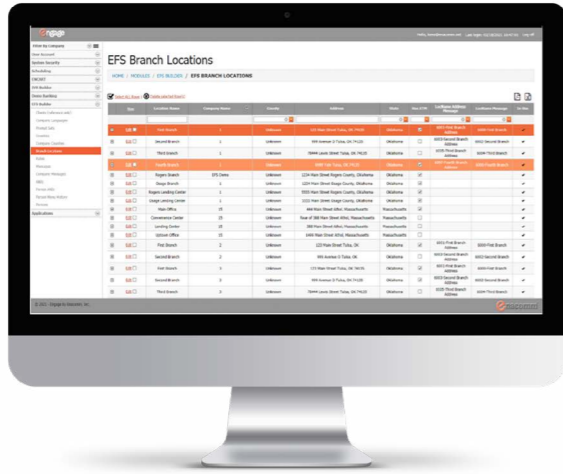
## How it works

Financial institutions today face increased customer call volumes, high consumer expectations for seamless customer service, and frequent call center attacks by fraudsters. The ENACOMM EFS IVR solves those issues. It uses intelligent interaction technologies that enable a personalized, unified customer experience, convenient multi-factor authentication, and data analytics combined with artificial intelligence. As a result, financial institutions deliver secure, user-friendly, omni-channel customer self-service.

The app provides a range of software tools, from powerful voice biometrics to customer relationship management, as well as added levels of security. Unlike systems with limited verbal interactions or number-specific options in a standard menu, ENACOMM EFS IVR's data-powered solution responds to verbal customer requests with human-like understanding. The technology uses customer intelligence to efficiently direct calls, personalization to help retain customers and context preservation to offer fast, seamless self-service. The app's Fraud Control Module allows users to detect, track and respond to fraud across any channel. It is a powerful way for financial services companies to identify the latest tricks being used by fraudsters and establish effective countermeasures.

The ENACOMM EFS IVR app is delivered on-demand through the cloud, making its services affordable for financial organizations of any size. It is pre-integrated with Finastra's Fusion Phoenix and Fusion UltraData solutions for quick deployment.

## Why ENACOMM EFS IVR?

ENACOMM EFS IVR uses intelligent interaction technologies combined with artificial intelligence for a bespoke, unified customer service experience.

The solution harnesses data analytics and biometric technology, as well as added levels of security to integrate with other customer service channels.

The data-powered solution responds to verbal customer requests with human-like understanding and uses customer intelligence to direct calls and personalize customer service.

The Fraud Control Module allows users to detect, track and respond to fraud activity across any channel.

The solution is pre-integrated with Finastra's Fusion Phoenix and Fusion UltraData core products.

**ENACOMM EFS IVR helps card companies save over $200,000 a month and provide a 12% immediate reduction in calls to agents.**

## Key benefits

### Improve customer experience

ENACOMM EFS IVR uses intelligent interaction technologies to enable a personalized, omni-channel customer experience. This helps financial institutions attract new customers and increase customer satisfaction and retention.

### Increase efficiency

App's intelligent IVR improves customer service efficiency by answering calls 24 hours a day, seven days a week and quickly providing important information to callers. It is pre-integrated with Finastra's solutions to allow faster integration with financial institutions' core customer service system.

### Reduce risk

The ENACOMM EFS IVR reduces operational risk, as well as risks of regulatory non-compliance and failure. The Fraud Control Module reduces the risk of fraud by detecting, tracking and establishing effective countermeasures to fraud across any channel.

### Reduce cost

The solution authenticates callers and uses data intelligence to help customers independently find answers to their questions, resulting in drastic reduction in agent handling times and costs.

## Contact us

**About Finastra**

Finastra is building an open platform that accelerates collaboration and innovation in financial services, creating better experiences for people, businesses and communities. Supported by the broadest and deepest portfolio of financial services software, Finastra delivers this vitally important technology to financial institutions of all sizes across the globe, including 90 of the world's top100 banks. Our open architecture approach brings together a number of partners and innovators. Together we are leading the way in which applications are written, deployed and consumed in financial services to evolve with the changing needs of customers. Learn more at **finastra.com**

**Corporate Headquarters**

4 Kingdom Street
Paddington
London W2 6BD
United Kingdom
T: +44 20 3320 5000

GL 4074 / 0721

**FINASTRA**