



Factsheet – Fusion Phoenix OTP

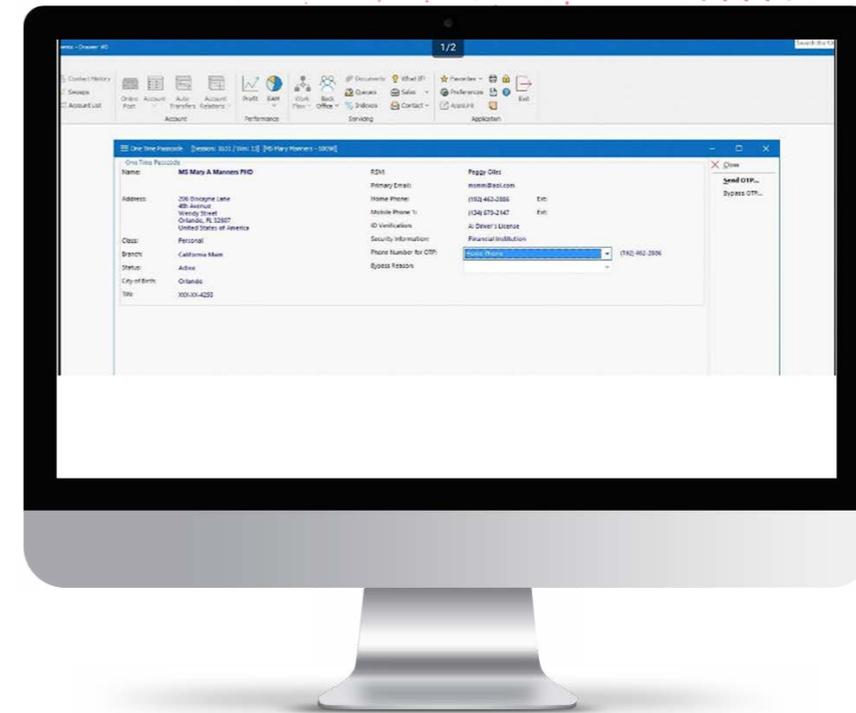
Enable financial institutions to send one-time passcodes to provide security and verification for their customers

Fusion Phoenix OTP allows customer service representatives to securely verify the account holder's identity by generating a one-time secure passcode (OTP). The code is further sent to the customer's mobile number for voice verification.

Most Phoenix clients use Phoenix to service call center calls, Fusion OTP service enables faster identification of customers in a call center which is 100% secure, reduces error rates and provides quicker servicing of customers.

Dated methods of communication such as via email, phone or letter have lacked security and efficiency leaving the door open for fraud, as well as a poor response rate from customers. An immediate verification process which can be done anywhere is needed to keep customers engaged and to provide opportunities for wallet share. Previous verification processes have demanded customers provide key personal information including the SSN, address and account number. This process is time consuming for both the customer and the financial institution employee.

Fusion Phoenix OTP solution enables customer service representatives to verify the account holder's identity in a secure way by generating a one-time passcode (OTP).

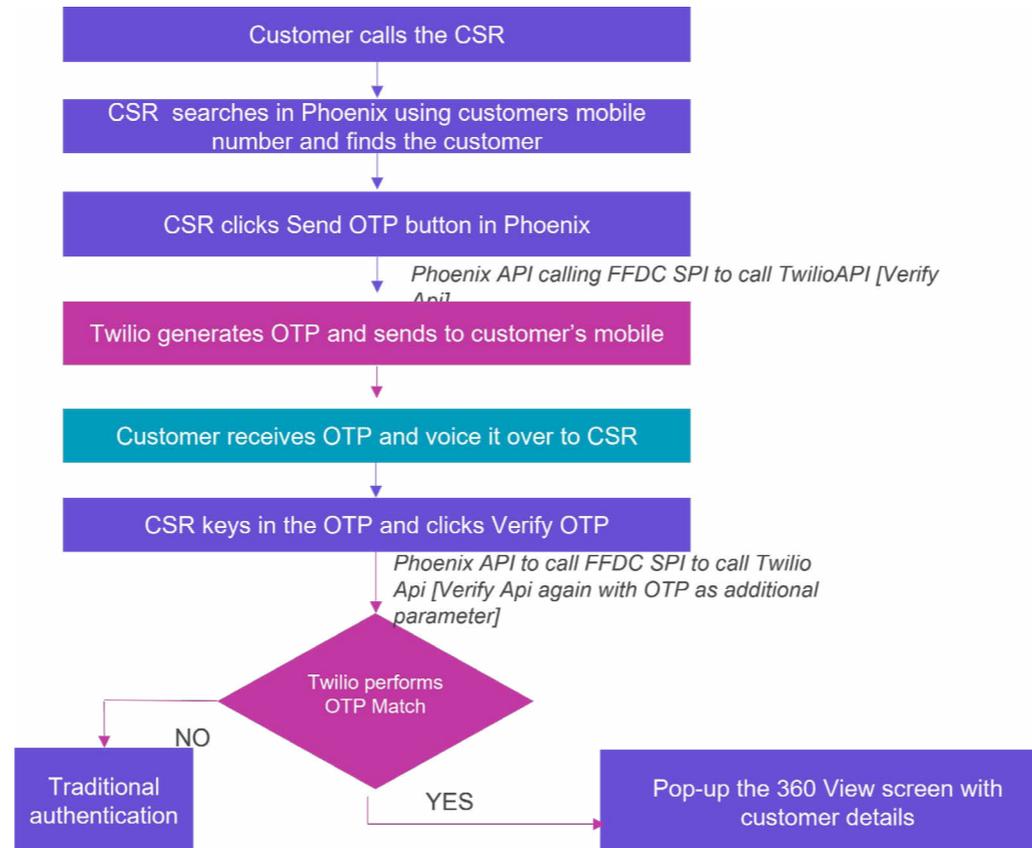


User interface of Fusion Phoenix OTP shown above

How it works

Fusion Phoenix OTP allows customer service representatives to securely verify the account holder's identity by generating a one-time secure passcode. The code is further sent to the customer's mobile number for voice verification. The solution not only enhances the security and efficiency of customer identity verification, but it also saves time and provides a seamless customer experience.

Drive the future of business communications using a solution which verifies effectively, seamlessly and quickly all via a one-time passcode. Fusion Phoenix OTP incorporates the intelligence of Finastra Phoenix and Twilio service to provide customers a tool to securely verify an account holder's identity. As it done via mobile phone, the process is quick and adaptable, meaning it can be completed at anytime, anywhere.



Why Fusion Phoenix OTP?



Customer relationship management tools available within core.



Leverage a faster, instant and modern way of communicating with customers.



Enable credit unions and community banks to avoid purchasing expensive customer relationship management tools and use the OTP feature within their core system.

Key benefits



Enhance customer experience

Increase response rates and improve customer experience by allowing financial institutions' employees to initiate and respond to text communications therefore digitizing customer communication. A smooth customer experience increases the possibility of wallet share.



Increase revenue

Provide better customer service to financial institutions' customers and capture conversation history through text communication. This information can later yield cross selling opportunities. In addition, the use of an OTP direct to a mobile phone ensures a high response rate and quick verification turnaround time, leading to a high chance of wallet share.



Improve efficiency

Help clients drive efficiency and enable a seamless customer experience by providing the ability to interact with customers through core banking using text messaging to authenticate customers using an OTP. Verification via mobile phone enables flexibility and the process to be completed from any location, at any given time.



Increase security

Fusion Phoenix OTP allows customer service representatives to securely verify the account holder's identity by generating a one-time secure passcode and sending the code to the customer's mobile number for voice verification. This quick verification process, direct from the financial institution, provides security and assurance to the customer.

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

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