



# The Power of One.



**Engage customers in a consistent, personal way across all your enterprise channels and wherever your customer's need you to be.** Zenmonics' channelUNITED® is the first ever system to integrate customer digital and branch platforms, giving your financial institution real-time access to customer, account and transactional data in the branch, contact center, advisory center and remote workforce.

## Challenge

Siloed bank applications slow your organization down with disparate technology, replicated data, batch processes and manual rekeying of information. The resulting higher operational costs inhibit building stronger customer engagement.

## Solution

Providing your associates across branch, contact center, advisory center and remote workforce with a common user experience and real-time data of the complete customer relationship. This results in a consistent, personal and confident engagement with your customers while significantly reducing costs.

One platform that provides a unified feature set for **Sales, Servicing, Origination, Teller and Contact Center.**

## Engagement Transformation

### Business Case Points

- Automated service requests to reduce back-office processing
- Case management to eliminate manual activities
- Enable true universal associate model
- Mobility to access via browser or tablet app
- Integrated account origination
- Paperless processing
- Lowered training costs and attrition rates
- Eliminate point solution licensing and maintenance costs

### Solution Highlights

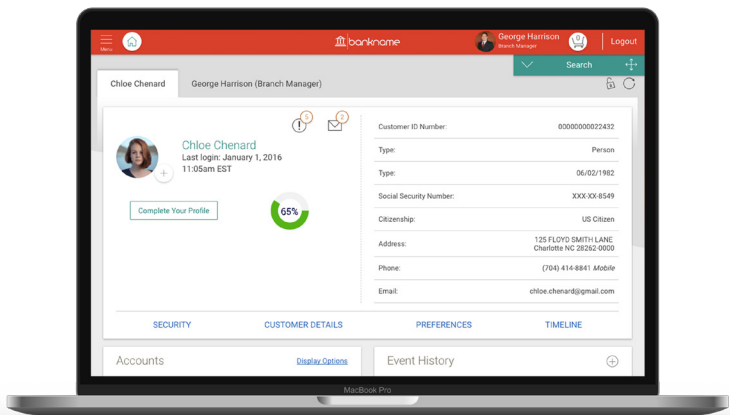
- Ability for all associates to have role based access to all customer activity
- Enterprise contact history across all customer and associate access points
- Common user experience across branches, contact center and remote workforce
- Agnostic to physical branch and advisory center layouts
- True universal associate model
- Mobility to access via browser or tablet app
- Real-time data sharing and customer relationship management between branch, contact center and remote staff
- Automated service flows and case creation to reduce manual rekeying, paper-based flows and customer delays
- Consistent user interface across bank roles
- Control your style and design from branding to flows to data



- Real-time integration for customer and account maintenance
- Inline account opening
- jBPM workflow configuration
- Branch teller and kiosk device integrated
- CTI integrated
- Powered by channelUNITED

### Features

- 250+ features across Sales, Servicing, Origination and Teller modules.
- Customer profiles and maintenance
- Account profiles and maintenance
- Transaction history, details, search
- Statement, deposit and check images
- Paperless forms and electronic signature
- Full service transactions
- Complaint management
- Opportunity management
- Account opening
- Card maintenance
- Money movement
- External account management
- Alerts and notifications
- Scheduled appointments
- Knowledge center and Needs assessments
- Full Teller capabilities
- Customer cart, notes, contact history,
- Research requests
- Digital banking administration
- Reporting
- And more...



### About Zenmonics

The preeminent provider of Banking Channel software for the global financial services marketplace. We assure financial institutions stay continuously engaged with their customers. Our channelUNITED platform provides an open standards, core-independent, true omnichannel solution that spans all self-service and assisted channels to meet your digital transformation needs. Zenmonics' channelUNITED platform was purpose-built as a single technology stack, built upon an open banking API architecture that enables it to be fintech friendly, cloud-enabled, and continuously innovative.



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