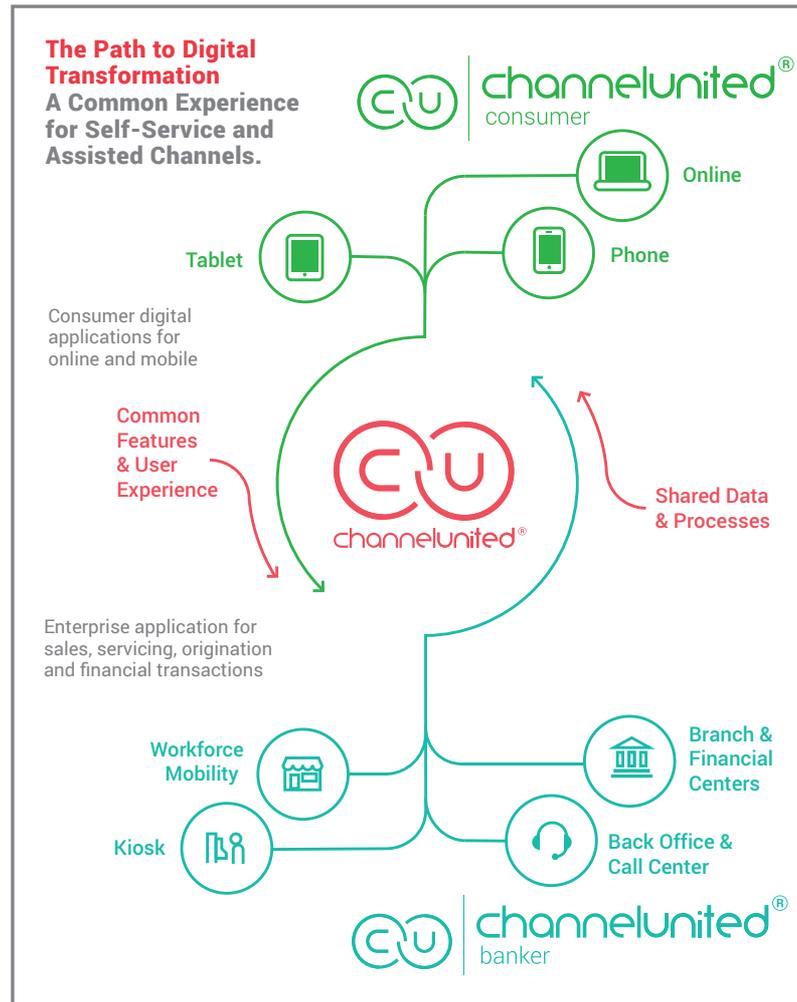# Each Channel. Every Interaction. One Platform.

channelUNITED® is the only software platform specifically built to power both self-service and assisted channels on a single, unified technology stack. channelUNITED® allows both customer and associates to engage in seamless sales, servicing, origination and financial transactions from any access point.

channelUNITED applications include Consumer (online/mobile), Account Origination, Banker Sales & Service, Banker Teller, and Kiosk. All applications are powered by channelUNITED® Connect, the channel services API middleware that orchestrates processes and data persistence across applications, allowing any user in any channel to start a transaction in one channel and then retrieve and complete in any other channel.

The Path to Digital Transformation
A Common Experience for Self-Service and Assisted Channels.

Consumer digital applications for online and mobile

Enterprise application for sales, servicing, origination and financial transactions

Online
Tablet
Phone
Common Features & User Experience
Shared Data & Processes
Workforce Mobility
Kiosk
Branch & Financial Centers
Back Office & Call Center

Platform Highlights

- Pre-built Channel Service APIs (350+ RESTful services) for self-service and assisted transaction types.
- Common features that can be enabled by channel, user and device.
- Unified experience for both customers and associates.
- Real-time sales, servicing, origination and financial transactions across all channels.
- Ability to automatically create cases, tasks and alerts based on user activity in any channel.
- Enterprise contact history across all customer and associate access points.
- The ability to eliminate disparate legacy point solutions that are cobbled together and are unable to share processes, data and business rules.

What can it do for you?

- Meet your customer demand for a seamless experience across phone, tablet, browser and kiosk.
- Meet your associate demand for a common platform for sales, servicing, origination, contact center, teller and kiosk.
- Real-time data and process sharing between customers and associates to give you transparency into all customer interactions – allowing you to personalize interactions with real-time content, messaging, chat, video.
- Streamline your manual back-office processing by automating service requests, cases, opportunities, appointments and more.

"*It changed our entire strategy after one meeting*"

- Reduce your cost and maintenance of brittle, legacy point solutions across your enterprise.
- Eliminate current batch processing, data file extracts and manual rekeying of data from one channel to another.
- Centralized enterprise contact history across all access points.
- Ability to enable channelUNITED CRM modules or interface seamlessly to industry CRM providers.
- Allows you to deploy and configure in incremental fashion to stage your rollouts based on needs.

Technology Highlights

- 250+ features across Sales, Servicing, Origination and Teller modules.
- Fits seamlessly into your enterprise architecture with over 350+ RESTful services already built and available for use.
- Insulates your channel services from enterprise service layers, enabling accelerated, agile deployment of front-end business features to keep your business team excited and engaged.
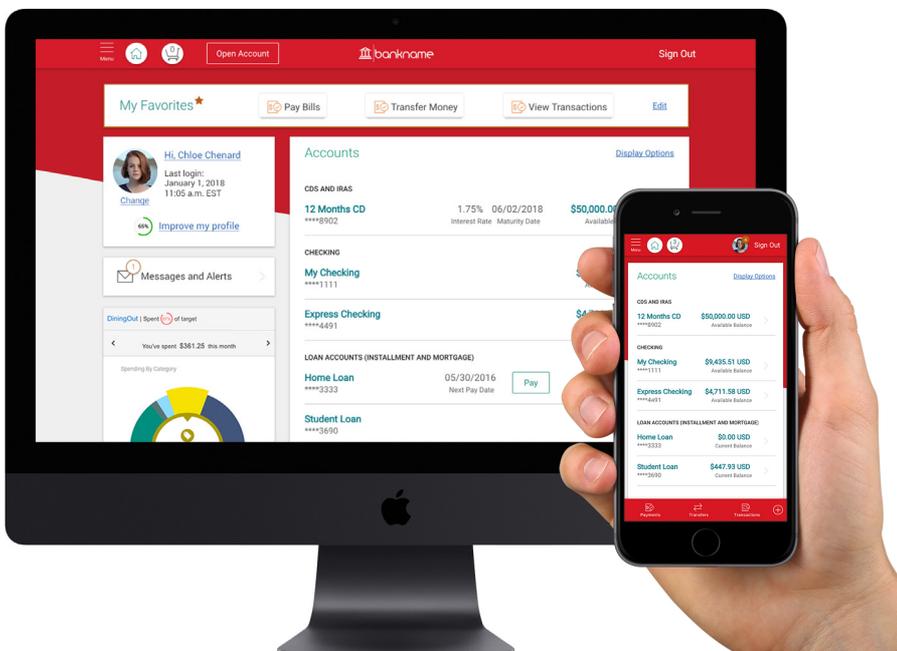
- Digital API that can support channelUNITED applications, your own applications or 3rd party applications – so data and processing can be streamlined.
- Uses the latest micro-service architecture to package, deploy and test modular feature components, making A/B testing and enhancement rollouts more efficient.
- Compatible with industry leading solutions for customer and account verification, identity management, funding, image capture, document management and e-Signature solutions, content management and more.
- J2EE platform that can reside in your data center or hosting partner data center.
- In production today.

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.

zenmonics
agility in banking

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Account Opening