

New Digital Engagement Solutions for CSI Customers

Deliver enhanced customer experiences with embedded LinkLive Digital Customer Engagement services

**NEW FEATURES,
NO ADDITIONAL COST**



CSI & LinkLive: Delivering new opportunities to engage with your customers, for no additional cost

LinkLive is the CSI Preferred Partner for digital customer communications. New LinkLive services empower your organization to deliver the best customer experience with faster & more cost-effective customer engagements.

The following services are immediately available to your organization:

We are pleased to announce that your organization will have access to Digital Banking Customer Service Chat and Desktop Share.

In addition, you will be invited to a 60-day evaluation period. During this period, your organization will have access to:



Multimedia sessions, including voice and file attachment



Most idle agent routing



Outlook integration for secure mail (available with opt-in)



Video sessions (available with opt-in)



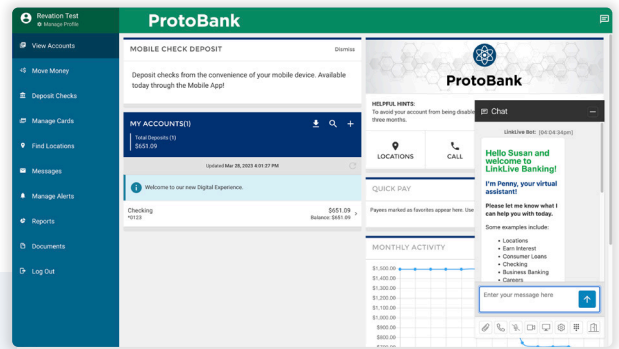
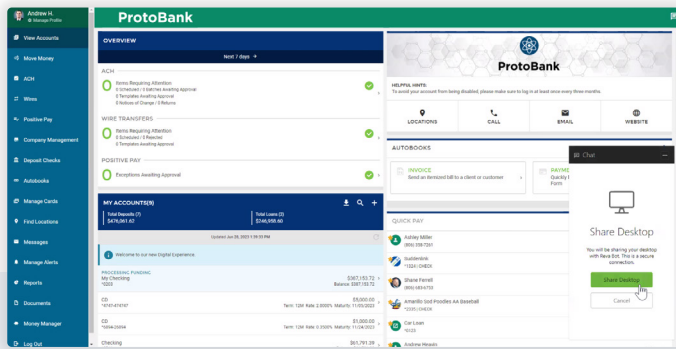
LinkLive AI Chatbot (available with opt-in)

Next Steps

CSI + LinkLive are working to bring these exciting services to all customers in the months ahead.

All CSI clients will be contacted in advance of this upgrade for details regarding the process including training and testing. If you would like to get to the front of the line, please contact your CSI RM.

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Key Takeaways...



Trusted by over 1000
Financial Institutions



Embedded services and evaluation
period available in 2023



Advancing your digital transformation
to help you be there for your customers
no matter where they are