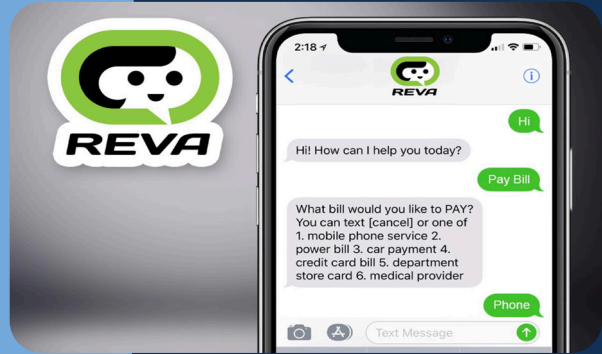


LinkLive Banking is for Financial Institutions who need to securely communicate with customers, clients, employees, and business partners and want it to work in the way that we all live and work across digital and physical channels. LinkLive is unified communications software hosted in the cloud that offers a broad range of capabilities including rich digital banking messaging, a seamless ability to engage humans across physical and digital channels, and leading voice, video communications, and artificial intelligence to power a contact center.

We offer all of the advanced, sophisticated capabilities that are expected in a contact center like skills-based routing, session recording, workforce management, agent scheduling, and quality monitoring tools. LinkLive delivers an integrated experience all with an immediate ROI while freeing up precious capital.

LinkLive Banking BUNDLE COMPARISON	MESSAGING BUNDLE ★★ ★ <i>Essential communication capabilities that enable your brand</i>	ENGAGEMENT BUNDLE ★★ ★★ ★ <i>Engagement expected to elevate your consumer satisfaction</i>	ADVANCED BUNDLE ★★ ★★ ★★ ★ <i>All communication modes to maneuver your digital tranformation agenda</i>
Chat with Multimedia (Video, Voice, Desktop Sharing, File Transfer)	●	●	●
Encrypted Mail with File Attachments	●	●	●
Communicator Client with Skills-Based Routing	●	●	●
Communication-Enable Any Website	●	●	●
Reva QA Bot	<i>Available Add-On Option</i>	●	●
Appointment Scheduling	<i>Available Add-On Option</i>	●	●
Measuring, Monitoring, & Planning (MMP)	<i>Available Add-On Option</i>	●	●
Cmy.Services (Custom Cmy.Live)	●	●	●
Audio Recording	●	●	●
Agent Desktop Recording	●	●	●
Reva AI Bots: Tone Analyzer, Supervisor Assistant	●	●	●
Campaign Manager	●	●	●
Cloud Contact Center + Enterprise Communications	●	●	●



Messaging Bundle

Everything required of a digital solution that gives your consumers the ability to securely communicate from anywhere at anytime. For a Bank or Credit Union that simply wants to add-on leading messaging solutions in their digital channels and integrated into their solution provider.

- Chat with Co-Browse and Video
- Encrypted Mail with File Attachments
- Communicator Client with Skills-Based Routing
- Communication-Enable Any Website
- Reva Service Based Text Bot

Benefits of the Messaging Bundle include:

Easily communication-enable any website to allow for secure customer connection

Increase agent productivity by supporting chat, click-to-call, co-browse and video in a single interface

Skills-based routing to get the right communication to the right employee

Engagement Bundle

This bundle of LinkLive capabilities provides everything required to optimize the human connection across physical and digital channels that will bridge more loyalty and trust.

- Includes All Features in Messaging Bundle +
- Appointment Scheduling
- Channels Communications Dashboard (Measuring, Monitoring, & Planning)
- Video Collaboration for Both Consumer & Team Member in Communicator Client

Benefits of the Engagement Bundle include:

One provider for encrypted, compliant video, audio, email, and co-browse capabilities all integrated into your digital channels and connected to the members on your team

Prebuilt dashboards and reports organizing data into actionable insights offering significant efficiency and revenue opportunities

Schedule appointments and meet virtually to lower supporting costs and drive superior experience

Advanced Bundle

The Advanced package offers the full suite of LinkLive functionality that converts your digital and physical channels into a secure, seamless consumer experience.

It's a perfect match for a Bank or Credit Union that desires to integrate advanced features and innovation while deploying a full contact center in the cloud.

- Includes All Features in Engagement Bundle +
- Contact Center in a Cloud
- Campaign Manager for Automated Outbound Consumer and Prospect Engagement
- Reva Bot Generator

Benefits of the Advanced Bundle include:

Centralize all of your communication needs with 1 provider for integration and management across all modes

Eliminate or reduce capital costs and expense for your call center

Replace communications hardware with only a device, a headset, and internet access

A single channel communication solution in the cloud that offers secure support across all session modes

Put Reva and Artificial Intelligence to work for your employees and consumers