

Support Suite for Jack Henry Conversations™

maximize your support capabilities and interactions

Across the financial services industry, support needs have evolved. Financial institutions must simultaneously deliver both speed and human connection. Failing at either is a critical risk to loyalty and growth. While fintech competitors set the new standard for instant, integrated support, community, regional banks, and credit unions are often trapped by legacy tools that create friction, disjointed workflows, and missed connections.

Support Suite for Jack Henry Conversations bridges that gap. It is a strategic bundle that natively unifies three core support features including Advanced Guidance, AI Summaries, Guest Chat, and Multi-Language Support for Jack Henry Conversations™.

Together, these tools transform service from a costly operational necessity into a unified, compliant growth engine that secures trust in a financial institution's brand and accelerates the ability to scale.



Unified Efficiency

Fragmented systems quickly drain operational capacity and expose an institution to unacceptable risk. Support Suite eliminates this complexity by unifying all digital interactions into one secure Banno workspace, ensuring a single source of truth and clean, auditable records. This consolidated approach maximizes staff productivity and minimizes vendor sprawl.



Personalized Support at Digital Scale

Digital banking should never feel distant. Support Suite provides the necessary tools to replicate the highly personalized, interactive, and secure service an institution is known for, all while delivering instantly at a digital scale.



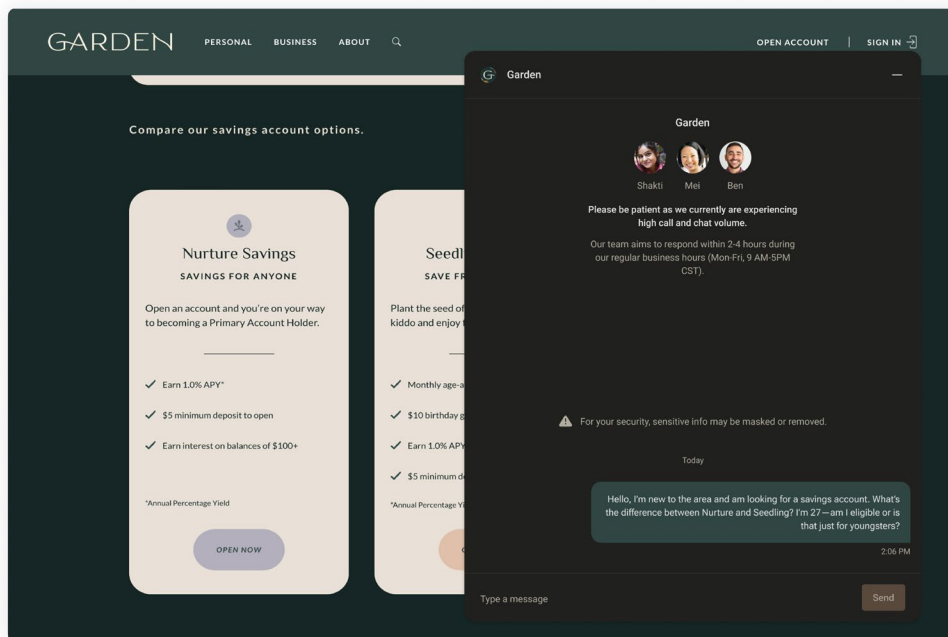
Inclusive, Compliant Engagement

Financial institutions serve diverse communities, making accessibility and clear communication essential. The Support Suite is built to remove communication barriers while upholding the highest standards of data integrity and governance.

capabilities that power the Support Suite

Turn Interest to Engagement

Guest Chat for Jack Henry Conversations™ transforms how institutions welcome and support visitors. By enabling pre-login conversations, curiosity turns into opportunity, helping teams assist prospects before opening an account. This proactive engagement reduces call volume, increases organic conversions, and helps meet accountholders where they're at.



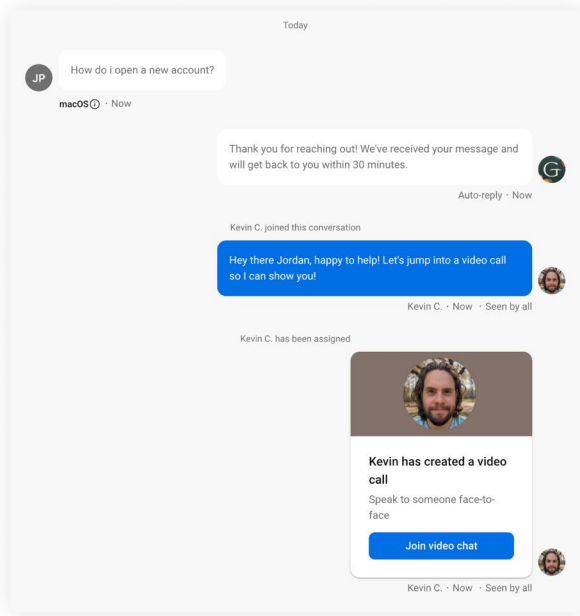
Humanize Every Interaction

Advanced Guidance for Jack Henry Conversations™ merges two formerly individual features, Co-Browse and Video Chat & Screen Sharing, into one seamless experience. This facilitates digital collaboration by allowing staff to support accountholders in real time, virtually connecting them with familiar faces. Through this, employees can visually assist with complex tasks while maintaining full security and compliance standards.

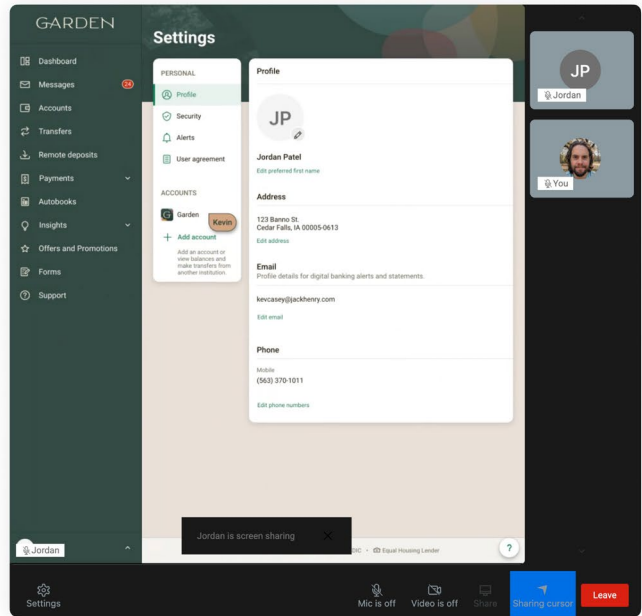
Build Confidence Through Collaboration

Advanced Guidance gives staff the ability to visually guide members through forms or applications, using dual-cursor support and highlighting without ever taking control. It replaces frustration with clarity, removing friction, strengthening relationships, and ensuring completion rates that drive real results.

Video Chat

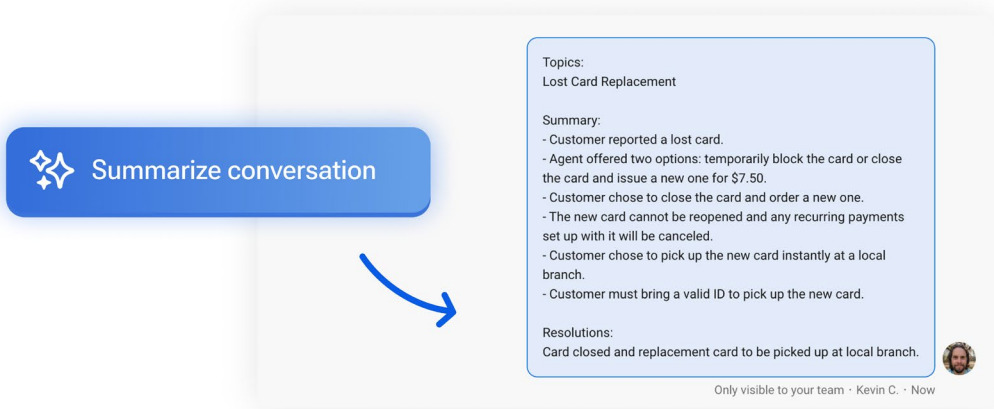


Co-Browse



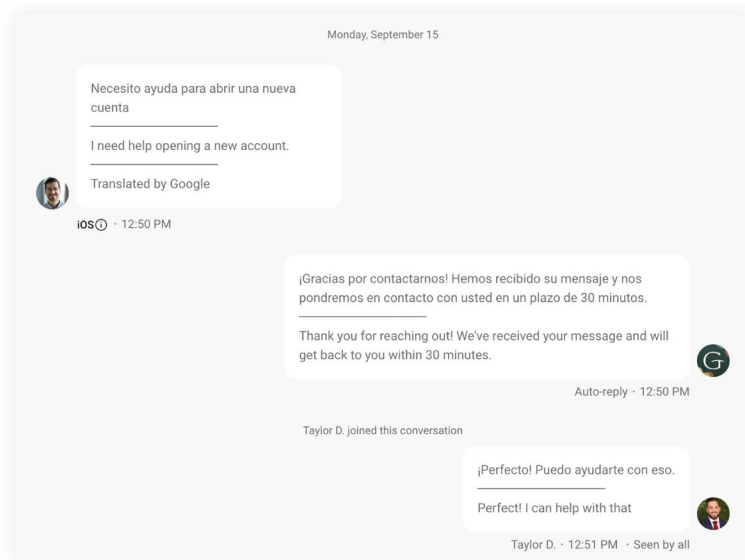
Turn Conversations into Insight

AI Summaries for Jack Henry Conversations™ reduces a financial institution's administrative burden by automatically documenting every support interaction. The result is faster resolution, better consistency, and a stronger audit trail, all while freeing employees to focus on relationships. It's automation designed to empower people, not replace them.



Serve Every Community Equally

Multi-Language Support for Jack Henry Conversations™ ensures digital banking is inclusive for accountholders, regardless of their preferred language. By enabling secure, real-time translation within Banno, teams can digitally support multi-language communities without external integrations. With this capability, financial institutions are able to provide inclusive services that serve every community equally.



delivering tangible business outcomes

With Support Suite, every interaction becomes more than just a response, it's an opportunity to strengthen relationships, build trust, and uncover new efficiencies that move the financial institution forward.

Accelerating Revenue & Conversion

Guest Chat turns casual inquiries into meaningful conversations, giving teams the opportunity to convert prospects into accountholders the moment interest sparks. With Advanced Guidance, teams can provide real time navigation through complex applications and lending forms, ensuring fewer drop-offs and more successful submissions.

Natively Built-in

Support Suite is native to Banno, eliminating the need for third-party integrations and removing typical vendor due diligence and external data-sharing requirements. This simplification lowers a financial institution's overall cost of ownership and streamlines IT architecture. At the same time, centralizing all interaction data and analytics gives strategic visibility into service trends, helping financial institutions make faster, comprehensive business decisions.

helping financial institutions stay at the heart of support

Accountholders don't choose a financial institution so they can wait on hold or get stuck in digital processes. They make a decision based on trust, ease, and connection. Support Suite for Jack Henry Conversations combines these needs into a streamlined digital banking experience, delivering faster support, inclusive access, and more human-centered conversations than ever before.

unify your service today

Let's talk about this together. digitalexperience@jackhenry.com

For more information about Jack Henry, visit jackhenry.com.