

# What is Directlink?

Directlink is a Conversational AI platform purpose-built for community banks. Directlink’s voice banking solutions leverage AI to enhance customer interactions, streamline operations, and provide personalized banking experiences by phone.

## Conversational AI for Voice Banking

Explore a suite of AI and telephony solutions tailored to enhance customer voice banking:



**Virtual Banker**

**Virtual Banker:** Conversational AI that supports account maintenance and question answering, providing 24/7 support and freeing-up representatives



**Touchtone Banker**

**Touchtone Banker:** Traditional IVR keypad solution for quick and secure access to customer accounts



**Virtual Voice**

**Virtual Voice:** AI voice cloning for establishing the voice of your bank. Engage your customers with familiar and friendly audio voice-over across all digital channels



**Virtual Operator**

**Virtual Operator:** Conversational AI that replaces your IVR auto-attendant and always routes calls to be best destination. Make a great impression with every call



**Virtual KYC**

**Virtual KYC:** Conversational AI that utilizes multi-factor, passive, and step-up authentication to exceed regulatory standards and reduce fraudulent activity

## Why Directlink?

### Retail Banking Challenges

It's difficult hiring, training, and retaining retail representatives, impacting customer service quality

Consistently high call volumes lead to long wait times, customer frustration, and agent burn-out

Fragmented workflows from disjointed technology slows agent efficiency and time to resolution

### Directlink AI Solutions

Reduce operational costs, improve contact center efficiency, and reduced agent-burden

No need for costly phone upgrades. Easily integrates with any existing PBX or call center platform

Pre-built integration with DCI iCore360, and open-banking APIs for seamless FinTech orchestration

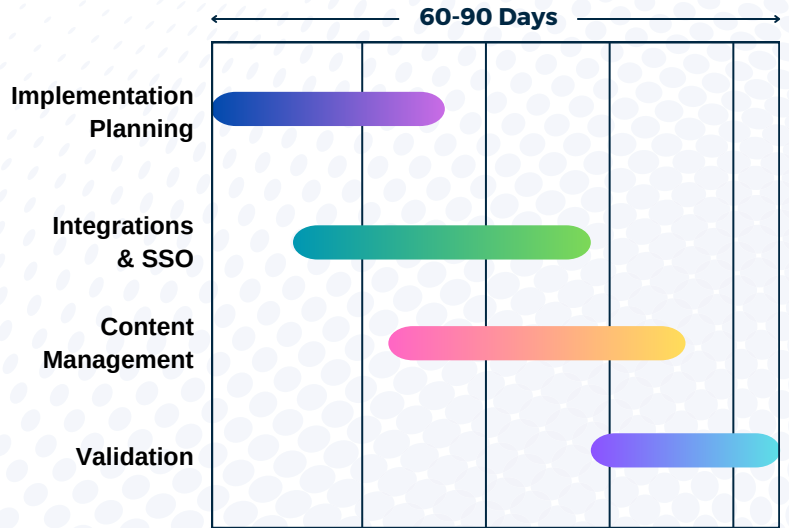
# Seamless AI Adoption for Banks

## Integration

Integrated AI experiences offer more personalized customer interactions:

- Pre-built iCore360 integration
- Connects to any phone system
- Adapts to any of your FinTech applications via API
- Scales to accommodate future growth and evolving needs

## Onboarding



## In Production

Not a black-box solution, Directlink empowers teams to manage AI with:

- AI Content management to audit changes before displaying to customers
- Closed-loop recommendation pipeline for adding or modifying content based on actual customer interactions
- Real-time reporting and actionable insights for evaluating interactions

## Omnichannel AI

For unified customer experiences across all channels, Directlink supports:

Text Banking\*\*

Webchat

Agent Assist

\*\* Coming August 2025

## Directlink by the Numbers

**+800**

Self Service FAQs

**60-90**

Days to Onboard

**50%**

Call Automation

**+40**

Pre-built Banking Skills

**3-5X**

Projected ROI - after 12 mo.

Learn More



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