

What is Directlink?

Directlink is a Conversational AI platform purpose-built for credit unions. Directlink’s voice banking solutions leverage AI to enhance member 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 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 member accounts



Virtual Voice

Virtual Voice: AI voice cloning for establishing the voice of your brand. Engage your members 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 Challenges

It’s difficult hiring, training, and retaining retail representatives, impacting member service quality

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

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

Directlink 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 many cores, and open-banking APIs for seamless FinTech orchestration

Seamless Adoption for credit unions

Integration

Integrated AI experiences offer more personalized member interactions:

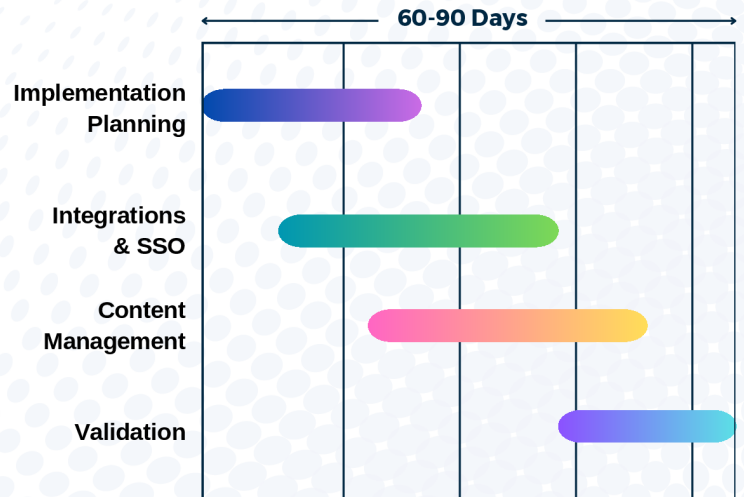
- Pre-built core integrations
- Connects to any phone system
- Adapts to any of your FinTech applications via API
- Scales to accommodate future growth and evolving needs

In Production

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

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

Onboarding



Omnichannel AI

For unified member experiences across all channels, Directlink supports:

Text Banking**

Webchat

Agent Assist

** Coming 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



hello@directlink.ai