

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 for 24/7 account maintenance support to free-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 to establish the voice of your bank, engaging your customers with familiar and friendly audio voice-over across all digital channels

Virtual Operator

Virtual Operator: Conversational AI to replace your auto-attendant, always routing calls to be best banker

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

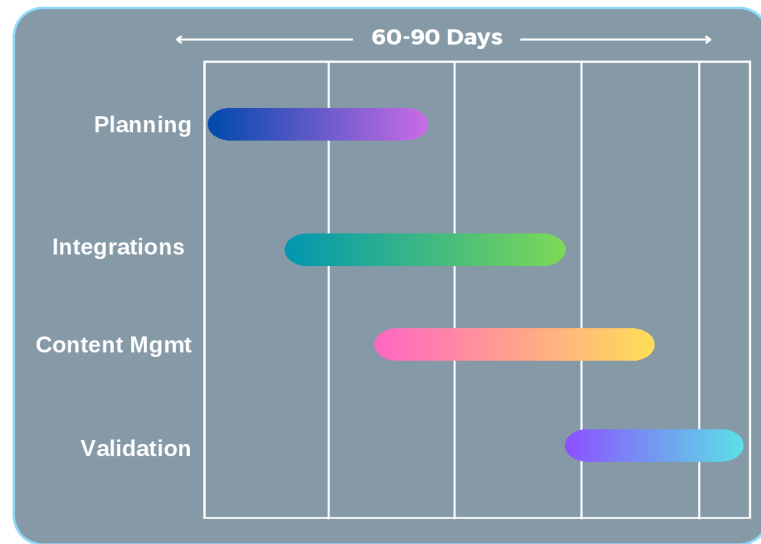
Seamless AI Adoption for Banks

FinTech Integration

Integrated AI experiences offer more personalized customer 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

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

Directlink by the Numbers

+800

Self Service FAQs

+50%

Call Automation

60-90

Days to Onboard

+40

Pre-built Banking Skills

3-5X

Projected ROI - after 12 mo.

Learn More



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