What is Directlink?

Directlink is a Conversational AI platform purpose-built for community banks & credit unions. 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
- Touchtone Banker
- Virtual Voice
- Virtual Operator
- Virtual KYC

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

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

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

Why Directlink?

Retail Banking Challenges	Directlink AI Solutions
It's difficult hiring, training, and retaining retail representatives, impacting customer service quality	Reduce operational costs, improve contact center efficiency, and reduced agent-burden
Consistently high call volumes lead to long wait times, customer frustration, and agent burn-out	No need for costly phone upgrades. Easily integrates with any existing PBX or call center platform
Fragmented workflows from disjointed technology slows agent efficiency and time to resolution	Pre-built integrations with Jack Henry Silverlake & Symitar Cores, and open-banking APIs for seamless FinTech orchestration

Seamless AI Adoption for Banks

Integration

**Integrated AI experiences offer more personalized customer interactions:**

- Pre-built Silverlake & Symitar core integrations (jXchange | SymXchnage)
- Connects to any phone system
- Adapts to any of your FinTech applications via API
- Scales to accommodate future growth and evolving needs

Onboarding

60-90 Days

Implementation Planning	
Integrations & SSO	
Content Management	
Validation	

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
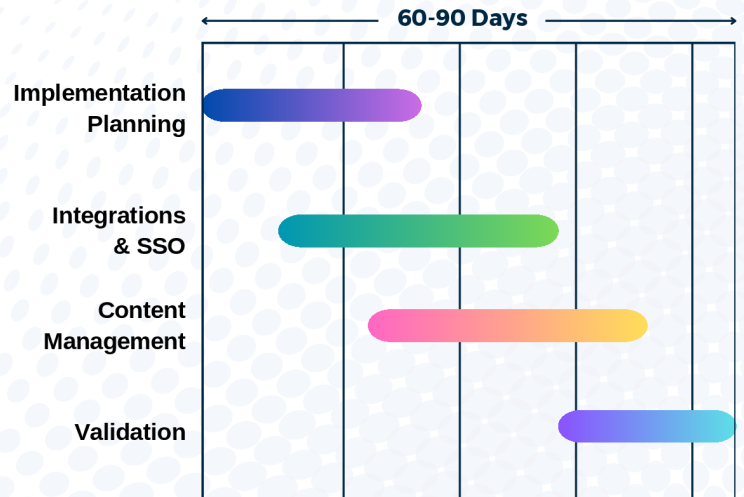
Omnichannel AI

For unified customer experiences across all channels, Directlink supports:

- Text Banking**
- Webchat
- Agent Assist

** Coming 2025

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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