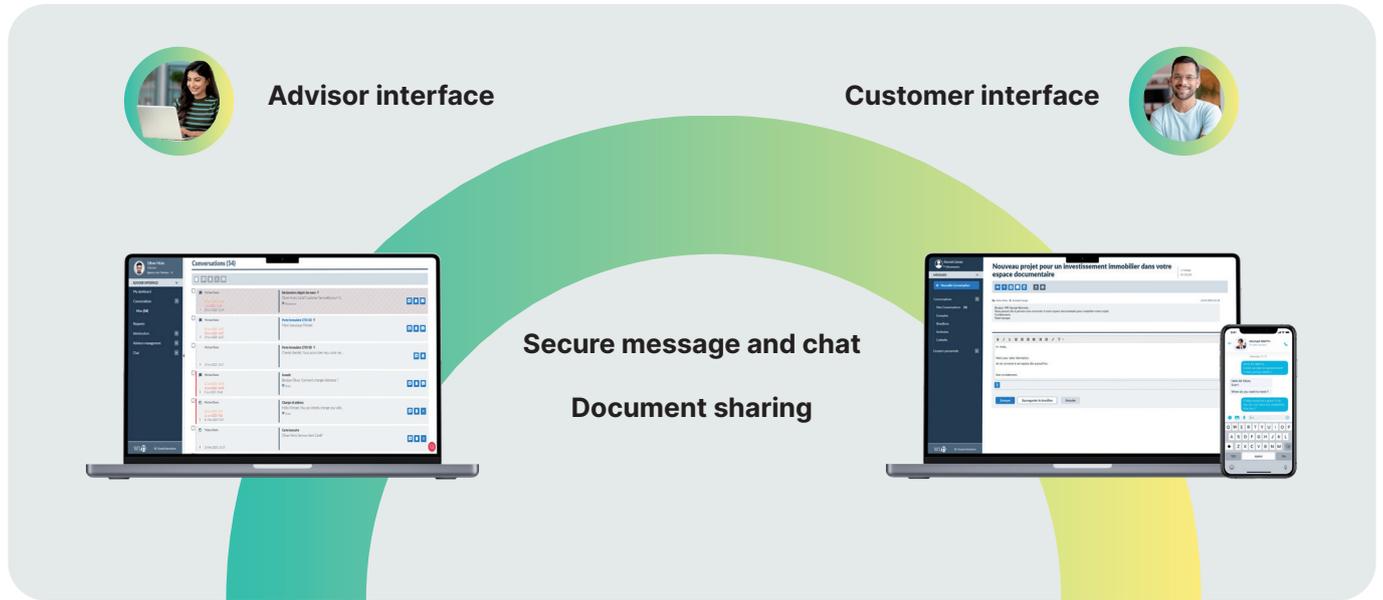


Worldline Trusted Interactions

**Perfect text-based  
communication with  
insightful answers.**

Introducing

# Worldline Trusted Interactions for a smarter and more connected banking experience.



## Enhance your customer-bank relationship.

To request card information or start a loan application, customers can use WL Trusted Interactions to communicate with their bank through their web or mobile customer space.

Easy access to past conversations makes the customer-bank relationship practical and essential.



## Highlight Advisor expertise.

During pivotal moments in a customer's life, the bank must be there to support them. These moments could include starting studies, beginning a family or relocating to another city. In these situations, advisors must reach out to customers through advanced messaging solutions, proactively communicating and providing high quality assistance.



## Make every exchange unique.

When discussing crucial topics such as savings, life insurance or loan instalments, customers expect fast answers that are specific to their individual situations. In that sense, advisors need a messaging solution that helps them never miss a customer query and provides the necessary customer context to build the most adapted answer.



# The benefits we bring.



## Enhance your advisors' capabilities

### Collaborative tools

Prevent missed or delayed customer messages by assigning each one to an advisor. Adopt a collective emailing system aligned with bank organisation for streamlined communication.

### Management tools

Operational managers can monitor team presence and activity in real time; supervisors can track company performance through KPIs like response time or satisfaction rate

### Writing tools

Advisors can leverage message and signature templates that they or the bank has set. Extraction of a conversation can be done to ask support from another advisor.

### AI features

Answer suggestions are displayed to advisors and simple customer questions are automatically answered. Classification and sentiment analysis will give advisors a clearer understanding of customer situations.



## Simplify customers' lives

### Client space

Customers can easily start new, secure chat and messaging conversations directly in their web or mobile space. They also have the capacity to find all their past conversations and navigate between them with ease.

### Self-service

Clients can gather documents for specific tasks, receive event notifications and get FAQ answers directly. Customer satisfaction is measured at every step of the relationship.

**“Worldline Trusted Interactions is useful for the customer and easy for us to manage.”**

**- Advisor of a Tier-1 bank in France**

## Why Worldline?



### Customer convenience

Trust that clients can contact you at any time and find all their past conversations in a single space.



### Augmented Agent

Trust that agents will answer accurately and in no time to customer queries.



### Personalization

Trust that each interaction will be rich and adapted to each customer's situation.

# 100%

of incoming messages are answered in time with Worldline Trusted Interactions.

# 5%

reduction in incoming emails with the help of AI and through WL Trusted Interactions.



## About Worldline

Worldline [Euronext: WLN] helps businesses of all shapes and sizes to accelerate their growth journey – quickly, simply, and securely. With advanced payments technology, local expertise and solutions customised for hundreds of markets and industries, Worldline powers the growth of over one million businesses around the world. Worldline generated a 4.4 billion euros revenue in 2022.

[worldline.com](https://worldline.com)



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