

Support Suite for Jack Henry Conversations™

AI Summaries for Jack Henry Conversations™

As digital conversations grow, efficient note-taking becomes an increasingly critical component. AI Summaries accelerates case resolution through strong documentation, providing essential clarity, and reducing downtime. By streamlining service workflows and generating a structured summary draft for team review, AI Summaries empowers financial institution teams to reclaim time and focus on what values most: accountholders.



Transform Unstructured Data

Standardized, system-generated summaries transform the unstructured conversation data into clear, reportable information. This ensures a consistent record that helps financial institutions manage data integrity across all digital channels.



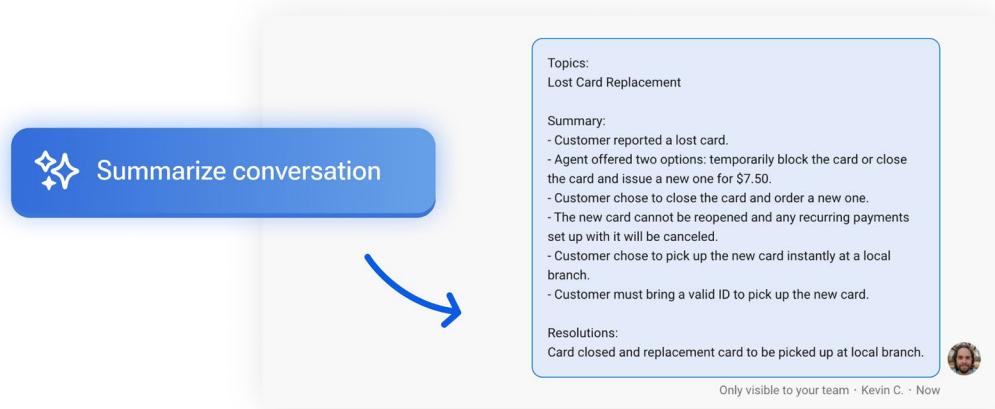
Relationship-Driven Focus

Removing documentation overload allows staff to pivot from manual entry to active listening and problem-solving, thus prioritizing high-value interactions that enhance trust and accountholder loyalty.



Audit-Ready Records

Structured summaries provide clear continuity for team handoffs, manager reviews, and operational workflows. Centralizing records simplifies the audit trail and streamlines compliance reviews, all while keeping data secured within the Jack Henry ecosystem.



ensuring support continuity

AI Summaries strengthens documentation visibility across digital support experiences, notably when an interaction escalates, transfers, or expands to additional channels. As part of the Support Suite for Jack Henry Conversations™, it complements other capabilities by ensuring each interaction closes with a consistent, easy-to-use record.

Cross-Channel Leverage

Whether an interaction begins and ends in an authenticated conversation or escalates to complex, multi-departmental support, AI Summaries preserves context and ensures a seamless handoff. More particularly, it strengthens pre-login interactions in Guest Chat for Jack Henry Conversations™ by simultaneously documenting key guest details while supporting a team's focus on converting them into an accountholder.

Increasing Resolution while Reducing Costs

AI Summaries' detailed records improve follow-ups and reduce downtime, while maintaining brand narratives and tone. It provides quick and easy to understand context during urgent support cases, accelerating resolution, simplifying quality checks, and giving financial institutions the insight and quality assurance needed to scale their support capabilities. This efficiency reduces the need for additional time and resources, a win for accountholders and the financial institution's bottom line.

built for efficiency: driven by empathy

AI Summaries empowers banks and credit unions to build deeper connections with accountholders by drafting interaction summaries. These overviews provide support teams a quick, yet effective, way to comprehend what's already happened, ensuring accountholders aren't stuck repeating their narrative.

Human Autonomy

Importantly, every summary still ends with human verification. Teams validate, adjust, and finalize each draft, prior to becoming an official record. This securely protects time for listening, problem-solving, and guidance, without relinquishing human autonomy and contextual insight.

Build Shared Understandings

Rather than each support summary living in a dispersed location, AI Summaries creates a library of shared knowledge without increasing an institution's administrative burden. Teams are better equipped with multi-faceted case understandings, keeping them present while ensuring personalized and accurate accountholder interactions, even as volume grows.

maximize your impact with the Support Suite

Don't just document conversations, transform your entire service model. Read more about our [Support Suite bundle](#) or reach out to our digital experience team at digitalexperience@jackhenry.com

For more information about Jack Henry, visit jackhenry.com.