

Jack Henry Conversations™

# Multi-Language Support

Communications gaps are often the primary barrier to opening a new loan or deposit account. When a financial institution can't engage across diverse communities, it creates "digital deserts" that push high-value prospects toward more inclusive competitors. This friction slows resolution, limits growth, and weakens relationships in the communities you serve.

Multi-Language Support for Jack Henry Conversations™ removes this friction by embedding real-time translation directly into Banno™, which empowers your financial institution to serve every community with precision, providing a high-touch digital experience for every accountholder without requiring specialized staffing or fragmented external tools.



## Expand Market Reach

Broaden access to your products across diverse demographics using your existing teams, tools, and service approach already in place to capture new growth opportunities within the communities you already serve.



## Consistent Service Quality

By maintaining the same clarity and continuity as English interactions, multilingual conversations provide an intentional experience that reinforces your brand's commitment while keeping service standards uniform across all languages.



## Efficient Resolution at Scale

Direct, natural dialogue allows agents to focus on resolving needs rather than managing translation logistics, which removes technical hurdles and accelerate outcomes as digital volumes grow.

# intelligent engagement through automated translation

In the high-stakes world of banking, nothing should be lost in translation, especially when conversations shift languages mid-stream. Multi-Language Support automates language detection and conversion in real-time, freeing agents to provide expert support to accountholders.

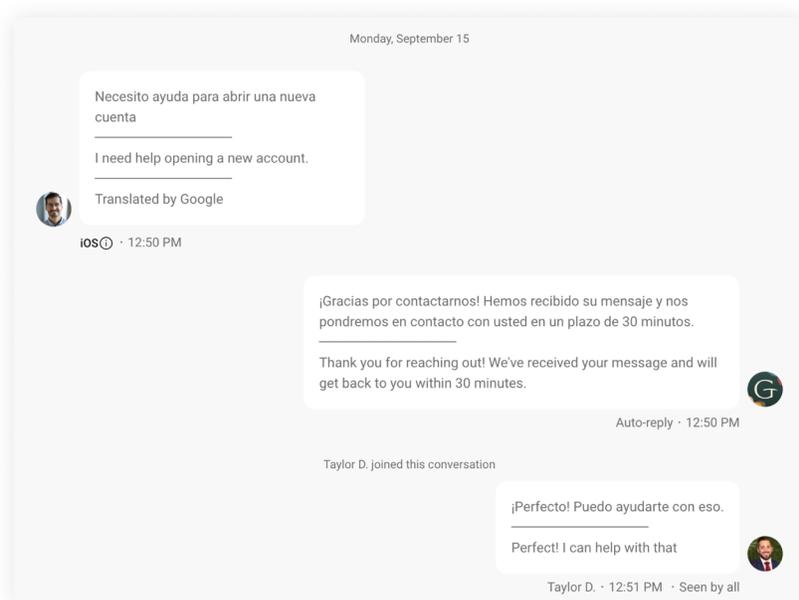
## Auto-Detection

It's frictionless from the first word. Multi-Language Support instantly identifies the accountholder's language preference at the point of contact, eliminating the frustration of a "broken" start. This removes the friction of manual tagging or menu selections, and ensures every interaction feels natural and starts with absolute clarity from the very first message.

## Dual-Language Transparency

To prevent the errors common with external translation tools, we utilize a "dual-view" system that displays both the original text and the translation in one continuous, sequential view. This enables your staff to verify tone, detect idioms, and ensure that critical financial nuances are preserved for every accountholder.

This same transparency extends to your permanent record. Unlike systems that only log the final translated text, our platform ensures both the original intent and the translated output are preserved together in the core account history.



## native precision for high-stakes interactions

In banking, a mistranslated word is a compliance risk. Because Multi-Language Support is native to the Banno ecosystem, we manage the linguistic record as a part of the core account history rather than passing sensitive data to an external plugin.

### Zero-Vendor Exposure

Multi-Language Support performs all translations directly in an authenticated session, which protects personally identifiable information (PII) under your existing security protocols. This native approach ensures that sensitive data never leaves the secure ecosystem, preventing any third-party exposure.

## inclusion as a growth engine

The misconception that financial institutions must hire fluent speakers for every department often limits growth. By decoupling language proficiency from subject matter expertise, you remove this hurdle and empower your best lenders and specialists to assist any accountholder directly. This alignment scales expert reach across all demographics without increasing headcount.

Treating inclusion as a revenue strategy projects these specialists directly into the digital experience to turn complex interactions into completed business. When accountholders can securely confirm transactions, resolve disputes, and understand next steps in their primary language, confidence increases, and they build lifelong loyalty with a financial institution that understands them.

## maximize your impact with the Support Suite

Don't just bridge the language gap – transform your entire service model. Check out our Support Suite for Jack Henry Conversations overview [here](#).

For more information about Jack Henry, visit [jackhenry.com](https://jackhenry.com).