

Support Suite for Jack Henry Conversations

protect your service edge and scale with AI through the unified Support Suite

Across the financial services industry, the rules have changed. Financial institutions must deliver both speed and human connection simultaneously. Failing at either is the critical risk to loyalty and growth. While fintech competitors set the new standard for instant, integrated support, community and regional banks and credit unions are often trapped by legacy tools that create friction, disjointed workflows, and missed connections.

Support Suite for Jack Henry Conversations™ bridges that gap. It is a strategic bundle that natively unifies five core support features including AI Summaries, Co-Browse, Guest Chat, Multi-Language Support, and Video Chat and Screen Sharing in Banno™.

Together, these tools transform service from a costly operational necessity into a unified, compliant growth engine that secures trust in your brand and accelerates your ability to scale.



Unified Efficiency

Fragmented systems quickly drain operational capacity and expose your financial institution to unacceptable risk. Support Suite eliminates this complexity by unifying all digital interactions into one secure Banno workspace, ensuring a single source of truth and clean, auditable record. This consolidated approach maximizes staff productivity and minimizes vendor sprawl.



Personalized Support at Digital Scale

Digital banking must never feel distant. Support Suite provides the necessary tools to replicate the high-touch, secure service your financial institution is known for, delivered instantly at digital scale.



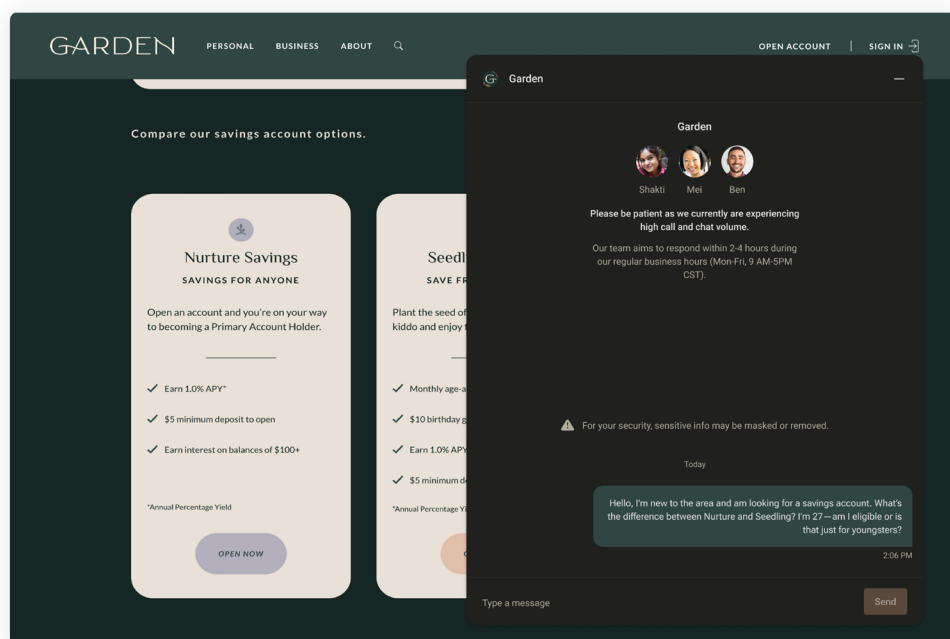
Inclusive, Compliant Engagement

Financial institutions serve diverse communities, making accessibility and clear communication essential. The Support Suite is built to remove communication barriers while upholding the highest standards of data integrity and governance.

capabilities that power the Support Suite

Turn Interest to Engagement

Guest Chat for Jack Henry Conversations transforms how you welcome and support visitors. By enabling pre-login conversations, it turns curiosity into opportunity, helping your team assist prospects before they become accountholders. This proactive engagement reduces call volume, increases organic conversions, and helps you meet accountholders where they are.



Build Confidence Through Collaboration

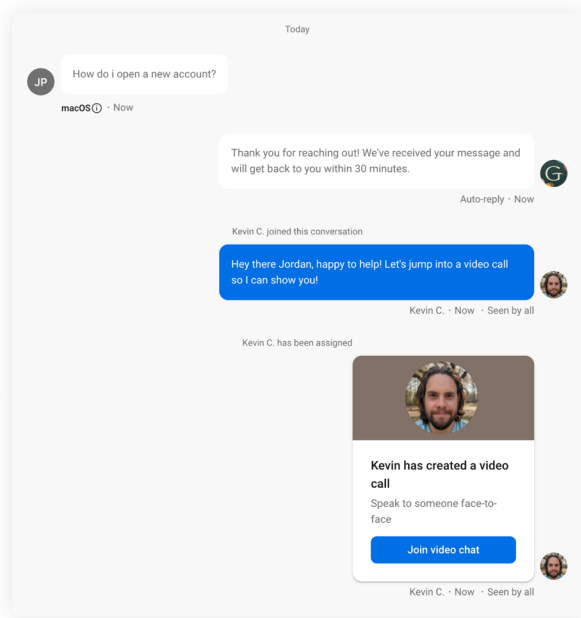
Co-Browse gives your staff the ability to guide members visually through forms or applications, pointing and highlighting without ever taking control. It replaces frustration with clarity, strengthening relationships and ensuring completion rates that drive real results.

Humanize Every Interaction

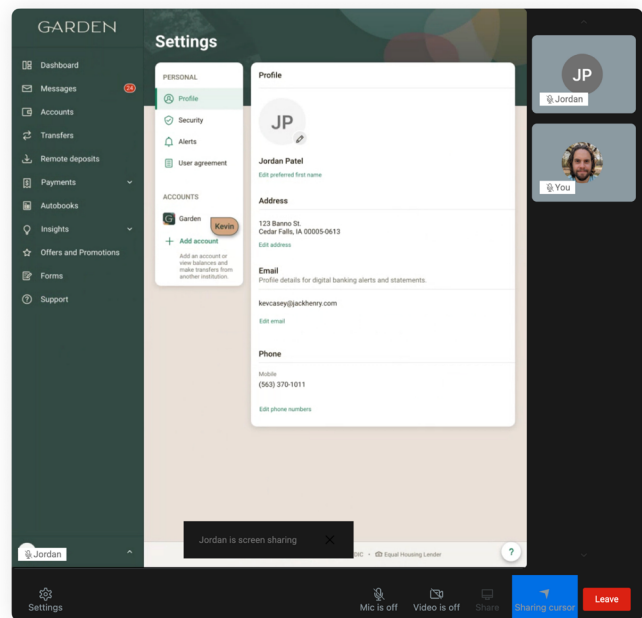
Video Chat and Screen Sharing extends the warmth and personalized reassurance of in-branch service into the digital world. Your accountholders see real people and the same trusted faces they would meet across a desk. Screen Sharing further deepens that connection for efficient, problem-solving while maintaining full compliance.

This is augmented by Co-Browse, which allows your employees to join an accountholder's video call to view their screen in real time and guide them without ever taking control. This combination drives immediate resolution and eliminates the friction typically found in remote service.

Video Chat

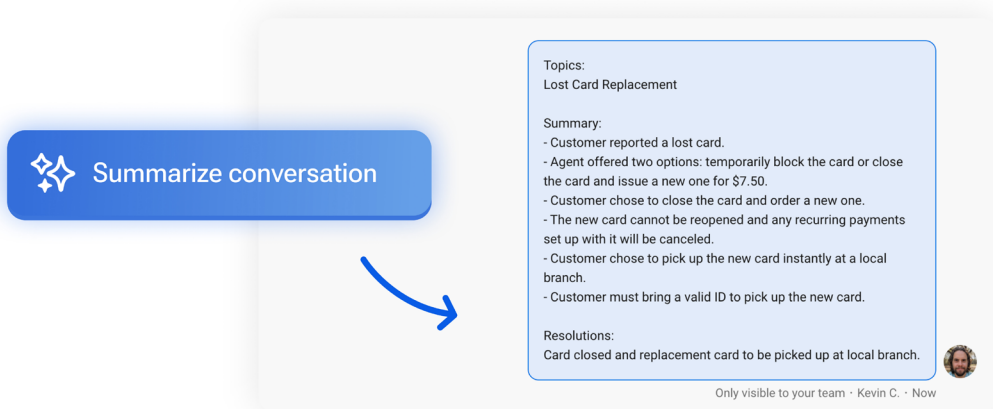


Co-Browse



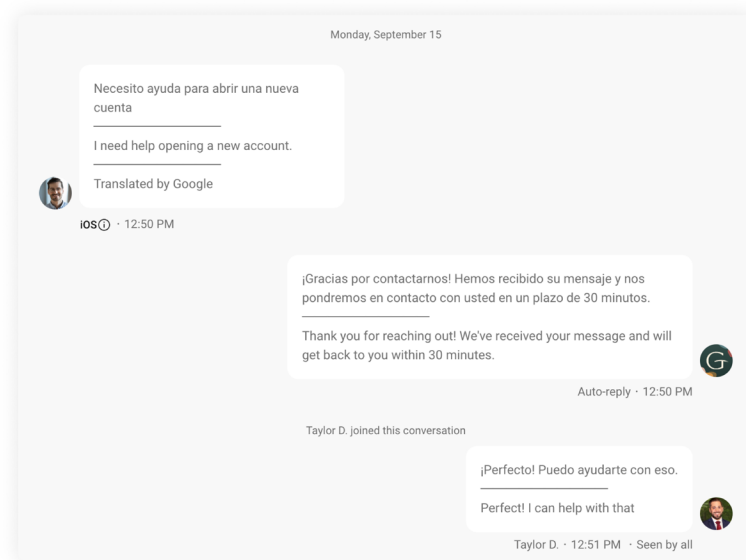
Turn Conversations into Insight

AI Summaries for Jack Henry Conversations reduces your administrative burden by automatically documenting every support interaction. The result is faster resolution, better consistency, and a stronger audit trail – all while freeing your employees to focus on relationships. It's automation that empowers people, not replacing them.



Serve Every Community Equally

Multi-Language Support for Jack Henry Conversations makes digital banking inclusive for your accountholders, regardless of their preferred language. By enabling secure, real-time translation within Banno, your financial institution can digitally support multilingual communities without external integrations. With this capability, you can provide financial services more equitably and serve your entire community inclusively.



delivering tangible business outcomes

With Support Suite, every interaction becomes more than just a response – it's an opportunity to strengthen relationships, build trust, and uncover new efficiencies that move your business forward.

Accelerating Revenue & Conversion

Guest Chat turns casual inquiries into meaningful conversations, giving your team a chance to engage prospects the moment interest sparks. With Co-Browse and Video Chat, you can guide accountholders through complex applications and lending forms in real time, ensuring fewer drop-offs and more successful submissions.

Driving Operational Efficiency

Your team's capacity grows without requiring additional headcount. AI Summaries capture and organize key details automatically, while Multi-Language Support removes communication barriers – helping you serve more customers and members, faster, with the same trusted team.

Protect High-Trust Interactions

Video Chat and Screen Sharing deliver the confidence and personalized experience of in-branch service digitally, strengthening customer loyalty and helping retain your most valuable relationships.

the Jack Henry competitive edge

Because Support Suite is native to Banno, you eliminate the need for third-party integrations, which removes typical vendor due diligence and external data-sharing requirements. This simplification lowers your overall cost of ownership and streamlines your IT architecture. At the same time, centralizing all interaction data and analytics gives you strategic visibility into service trends, helping your financial institution make faster, smarter business decisions.

help your financial institution stay at the heart of support

Your accountholders didn't choose you so they could wait on hold or get stuck in digital processes. They chose you for trust, ease, and connection. Support Suite for Jack Henry Conversations brings all of that into their digital banking experience, making support faster, more inclusive, and more human than ever before.

unify your service today

Let's talk about this together. digitalexperience@jackhenry.com

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