

VeriTouch Apps on Microsoft Cloud for Financial Services

Customer 360 | Financial Transactions | Complaints & Service Requests

ABOUT VERIPARK

VeriPark is a global solutions provider enabling financial institutions to become digital leaders with its Intelligent Customer Experience suite. Our global presence helps businesses enhance their customer acquisition, retention and cross-sell capabilities by providing proven, secure and scalable CRM, Omni-Channel Delivery, Branch Automation, Loan Origination and Next Best Action solutions.

WHAT WE OFFER

Microsoft Cloud for Financial Services provides an industry data model, with new capabilities unique to the financial services industry. VeriPark has created an offering on top of this platform to **provide additional insight into customers' relationships with the bank to drive proactive actions from sales to servicing to compliance.**

VeriPark's offering includes the following:



CUSTOMER 360 APP

This app is an extension to Unified Customer Profile (UCP). A visual representation of key financial indicators provides insight into where the customer stands against the bank's policies and thresholds:

- Real Time Balances
- Real Time Transactions
- Visual Indicators
- Utilized Products
- Customer 720
- Customer's Alerts
- Customer's Complaints & Service Requests
- Customer's Opportunities
- Interaction Timeline



COMPLAINT & SR APP

This app is used to capture the customer's inquiries, suggestions, complaints, and requests. It provides an efficient way for staff to capture request details in a structured way, providing guidance on all the details required upfront. This is to ensure that the customer tells the story only once and to increase operational efficiency.

- Case Capture Form
- Subject Catalog
- Dynamic Subject Details
- Supporting Documents
- SLAs & Escalations
- Process & Tasks Orchestration



TRANSACTIONS APP

This app is an extension to Unified Customer Profile (UCP). While UCP provides a consolidated view of the customer's relationship with the bank, the Transactions app provides the ability to perform banking transactions requested by the customer within the same view.

Users can pay bills, make payments, transfer funds, enable subscriptions and perform many other transactions on behalf of the customer, all within the same app and without the need to navigate to another system or application.

Why Dynamics 365?

Modern applications

Modern applications that deliver new experiences and connect with a business' existing systems to allow organizations to digitally transform their way. Applications that use mixed reality, the ability to take an application that overlays on the reality in front of the user, that guides them through a business process like never before. Connect to information from social networks, mobile devices, and micro-applications to drive intelligence and inform a more effective business process.

Unified data and processes

Unified data and processes that enable business without silos. Centralized data enables disparate groups to work together effectively with a single, trusted view of processes, relationships, and data. Data connectors allow thousands of systems to bring their data to a single network.

Intelligence that delivers

Intelligence that delivers actionable insight. Data in the new world includes social, relationship, and productivity information in addition to insights generated by business systems. The right solution requires a unified approach that allows companies to automatically leverage their data to decide and act in real-time with expanded analytics, predictive algorithms, and automated AI.

An extensible environment

An extensible environment that enables change. The right solution establishes a data, communication, and application environment that makes it easy to evolve and extend existing business operations, while introducing technologies that enable users to create solutions where no solution exists and to expand data analysis.



Transform on your terms with Microsoft Business Applications.
Enable people to do their best work. Gain actionable insights.
Thrive with solutions expressly built for change. Unlock next.

[WWW.MICROSOFT.COM/DYNAMICS365](https://www.microsoft.com/dynamics365)

Key use cases



Sales

Respond to changing business requirements with a flexible platform to rapidly create new solutions and ensure old solutions are never truly finished.



Service

Understand your customers better and respond more quickly by accessing internal and external relationship data.



Finance and operations

Increase your return on investment with Microsoft's agile and efficient cloud solution.



Talent

Extend your virtual team and coordinate faster with a consolidated view of team members, activities, and responsibilities.



Marketing

Gain end-to-end visibility by connecting data from external markets, social, and legacy sources.