



E-mail is the most widely used tool for communicating over the Internet, and is preferred by many of your customers over the telephone or visiting your institution in person. Unfortunately, it's not secure and isn't appropriate for discussing confidential or sensitive financial information such as account numbers and passwords. With iService, you can support your customers needs online without the risk of compromising confidential information.

Allow Your Customers To Use the Communication Channel They Prefer

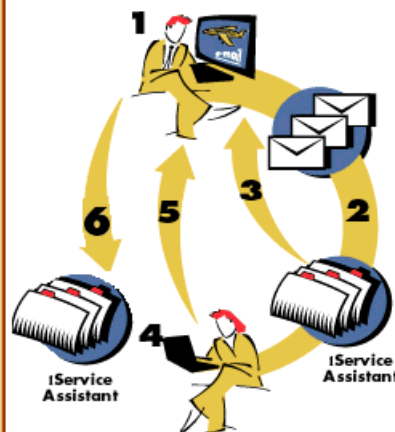
iService Assistant provides your customers a secure support area that is backed by 128 bit encryption. If they don't find the answer within the online knowledge base or if their question is confidential, they can enter their inquiry through the convenient "Ask a Question" interface. When your support staff provides an answer, your customer receives an e-mail notification and a link to the support center where they can log in and view your answers. This process allows you to communicate with customers in a convenient, but secure, messaging environment. And you have all the power of iService Assistant's e-mail management tools to maximize the efficiency of your team and build customer loyalty.

Secure Messaging Benefits

- ◆ Communicate with customers in a **secure and confidential manner**.
- ◆ Utilize the **powerful email response management features** of iService for all communications.
- ◆ **Integrate the secure message center directly into your existing website** using the iService Web Services.
- ◆ **Leverage your investment** across the enterprise, rather than using a secure messaging center that is simply a point solution.

iService Assistant Process

- 1** Customer asks a question through the secure, encrypted Ask a Question interface.
- 2** The customer selects the appropriate topic, which ensures it will be assigned to the right person within your organization.
- 3** An autoresponse is sent to the customer with information specific to the topic they selected
- 4** Your customer service representative logs into iService Assistant and responds to questions.
- 5** The customer receives an e-mail indicating the answer to their question is available within the secure messaging area of iService Assistant.
- 6** The customer clicks on a link within the e-mail and is taken back to your secure support center. They view the answer to their question and your brand is reinforced with each interaction.



“The secure messaging capabilities of iService, combined with predefined content and workflows, make it easy to implement. Your customers access a secure portal for submitting questions and receiving answers that utilizes 128-bit SSL encryption.”