



**BankWorks**  
PHOENIX<sup>®</sup>

# STRENGTH OF DIGITAL CONTACT

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**ids**<sup>®</sup>

 **BankWorks**  
PHOENIX<sup>®</sup>

**Connect**<sup>®</sup>



## Strength of Contact Digital

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Innovative financial institutions are continually strengthening service levels for their clients with the aim of making communication digital, permanent, fluid and effective. Which is due to the digital transformation strategy, which is increasingly becoming more essential to bring the financial institution into the hands of the client.

IDS de Centroamérica®, as part of the continuous evolution of the BankWorks Phoenix® Integrated Financial Solution, has developed and integrated a new module, an integral part of the Connect® product family called **"Digital Contact"**.

## Functions

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This new module incorporates automated processes to monitor each action that is carried out within the system, either through a Collaborator or at the request of the client, and then an event is generated, which is analyzed to determine if it is appropriate to notify or alert the client to keep you duly informed about the procedures and transactions that are being carried out in your financial products.





# Connect<sup>®</sup> Contact Digital

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As it does? The system allows you to configure events to continuously monitor the following, with the purpose of timely notifying and alerting your Clients:

- Notify the start of a service management.
- Notify the result and completion of a service management.
- Notify information related to new financial products and services to be offered to the client.
- Notify a birthday greeting from the client.
- Notify the start of a credit application.
- Notify the result of the approval of the credit application.
- Notify to proceed with the formalization of the approved credit application.
- Notify the start of the registered checkbook request.



- Notify about the requested checkbook ready to deliver.
- Notify messages for collection management of credit portfolios according to the default period in which the credit is found.
- Notify the moment in which the creation of the online banking user requested by the client is carried out.
- Alert about transactions carried out in your financial products.
- Alert about consumption or cash withdrawals made through payment methods (credit card and/ or debit card).



# Beneficios



Continuously **maintains** informed to the client.



**Strengthens** the relationship with Customers and promote loyalty.



**Reduces** the traffic of service procedures in agencies.



**Supports** the marketing process financial products and services.



**Strengthens** the automated collection management process.



**Take** the financial institution to hands of the Client.



# Experience and Innovation in Central America



Leader in specialized technological solutions to support the business.



More than 1,800 successful high-tech projects.



Team of certified, highly experienced and committed professionals.



Capacity and experience in business in different market sectors.



Committed to exceeding the expectations of our clients.



Own offices in Guatemala City and San Salvador, regional presence.



**BankWorks**  
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# Technology to **grow without limits.**

BankWorks Phoenix® is a registered trademark of IDS® de Centroamérica SA

Guatemala

PBX: (+502) 2412 - 4212

El Salvador

PBX: (+503) 2248 - 5500

   @BankWorks Phoenix

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