



# Customer Satisfaction in a Digital World

Ensure your institution remains relevant  
in today's marketplace.





# Overcome hiring & staffing struggles with digital tools.

It's no secret that staffing has become increasingly difficult for financial institutions in today's competitive hiring landscape. With the rise of the Covid-19 pandemic and the "work from home" model becoming increasingly favorable among qualified professionals, staffing shortages have become the new normal — even after branches started re-opening in late 2021.

As a result, Turnover rates among junior bankers have inflated to a staggering 70%, causing community banks and credit unions across the nation to either adapt to hiring challenges or face operational strain.

With a 3-to-1 desk-to-agent ratio, branches utilizing Invo digital tools can bridge the hiring gap by unlocking their current staff's full potential through remote servicing tools. Functionality like video chat and dynamic file sharing features can greatly improve efficiency of not only current staff workflow but also, customer handling time.

**Invo tools offer a 3-to-1 desk-to-agent ratio.**





# Deliver seamless on-screen experiences & cut wait times in half.

Did you know that over 50% of financial institutions have customer abandonment rates in excess of 10%? This shows that many institutions support costly service inefficiencies. With the aforementioned staffing issues also playing a factor in today's environment, these inefficiencies continue to compound.

**Decrease wait times by 80% on average.**

Rather than succumbing to the national average queue times of 8-11 minutes, Invo provides organizations with a more efficient solution. Invo digital tools can grant your members a fast pass to reaching their goals in less than 2 minutes on average. This is achieved through dynamic self-serving video banking technology that puts your customers in the drivers seat — All without comprising the functionality of complex service offerings like document transfers and the personal touch of a real person carrying out the transaction.





# Next-gen tools can dramatically increase customer satisfaction.

Over the last decade, large financial institutions have invested heavily in next generation tools that better connect with their customer's demands for online tools & features. For reference — Bank of America spends \$11 billion on technology every year, including \$3.6 billion set aside for new initiatives.

With the “big guys” unlimited budgets to invest in next generation tools, it is difficult for community banks and credit unions to keep pace. Among the most valuable next generation tools are dynamic member co-browsing.

Invo offers industry leading co-browsing features that allow employees to walk customers through webpages and documents on-screen without the need for an application download or plugin install — all while maintaining affordability for your financial institution!

**Co-Browsing users achieve a 7.2% annual increase in revenue**

Aberdeen Group, February 2016



**We're so confident in our products, we want you to try them for FREE.**

The title says it all. After over a decade in the business, we've seen first hand how much our industry leading software can benefit financial institutions. That's why we want you to give it a try for free, with no strings attached.

When we say free — we mean free. Try our dynamic video banking tools for yourself without any commitment, contract, or cost upfront. We'll even cover an expedited, 30-day implementation process so you can insure your institution won't miss a beat.

Smart Routing & Service Queuing

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Document Capture Technology

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Secure File Upload Management

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Electronic Signature Capture

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Dynamic Co-Browsing Technology

**Interested? Give us a call at (855) 468-6843!**

