



FSCConnect

Retail Banking

FSCConnect for Retail Banking integrates Salesforce Financial Services Cloud into associate journeys to increase productivity and collaboration— and empower them to better engage clients across an omnichannel experience.

FEATURES

Customer insights

Readily accessible, synthesized insight into customers' financial goals, context, and prior interactions

Real-time performance feedback

Guided analytics for assisted interactions and financial advice to create consistency in richer client interactions

Guided workflows for digital transactions

Automated routine day-to-day tasks enabling automation to providing a seamless experience to retail bankers to increase customer impact

Omni-channel engagement

Real-time customer communication through call, text, video, emails providing great flexibility to increase contact with customers

Integrated service management

Centralized customer data feeds into service capabilities to seamlessly support account management, resolving client issues, and cross-selling products and services

Streamlined UX/UI foundation

Core screens with a clear task orientation, focusing on user value and minimizing complexity (homepage, client profile, opportunities, etc.)

BENEFITS



Robust and accurate client insights that allow associates to have focused and meaningful client conversations



Pre-configured capabilities have the power to reduce cost of service while unlocking valuable customer insights



Visibility into specific client data and needs to efficiently serve clients and provide tailored recommendations



Enable's associates to deliver informed customer experience and quicker resolution to issues



Consistency in process, data management, and documentation across associates

CONTACT

Rick Reuter
Principal
Deloitte Consulting LLP
rreuter@deloitte.com

John Ugaste
Product Owner
Deloitte Consulting LLP
ndua@deloitte.com