



Asynchronous Messaging for the Mortgage Industry



Business messaging, also known as asynchronous messaging, allows customers to connect with you at their convenience, over their preferred devices, using their favorite applications and social media platforms.

With Concentrix Asynchronous Messaging, customers can start, resume, and end a conversation about their loan at their own pace.

Your mortgage business benefits because your loan officers and agents can help more people, leading to increased sales, a reduction in support calls, and greater overall efficiency and productivity.



PEOPLE



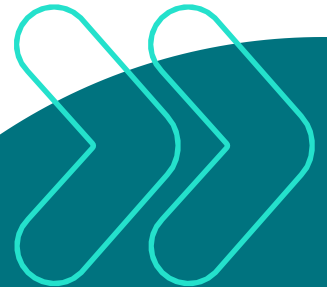
TECHNOLOGY



BOTS

An All-inclusive Solution

Concentrix Asynchronous Messaging not only provides a messaging technology platform for customer service driven by bots, but also offers purpose-trained agents, making it an all-inclusive solution tailored to your unique business needs and requirements.



Streamline every step of the mortgage process by serving customers in their preferred channels.

The emergence and dominance of multiple messaging channels offers a prime opportunity to nurture personalized connections with mortgage prospects and clients by being available whenever and however they want to contact you.

People

Proven world class digital delivery

RECRUITING: Online Talent Attraction Tool™ & digital skills assessments for candidates

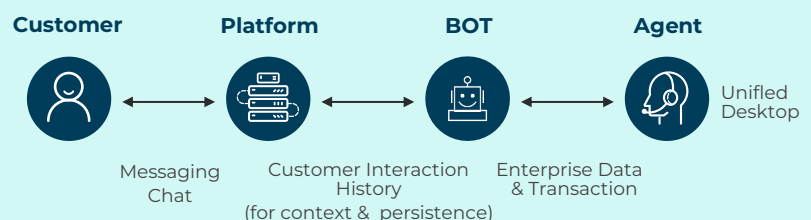
TRAINING: Essentials curriculum for messaging skills, techniques + training platform

OPERATIONS: Best practice insights shared across ops & digital messaging community

QUALITY: Quality standards, scorecards, evaluations & calibrations for digital channels

Technology + Bots

Enterprise-class messaging & automation platform



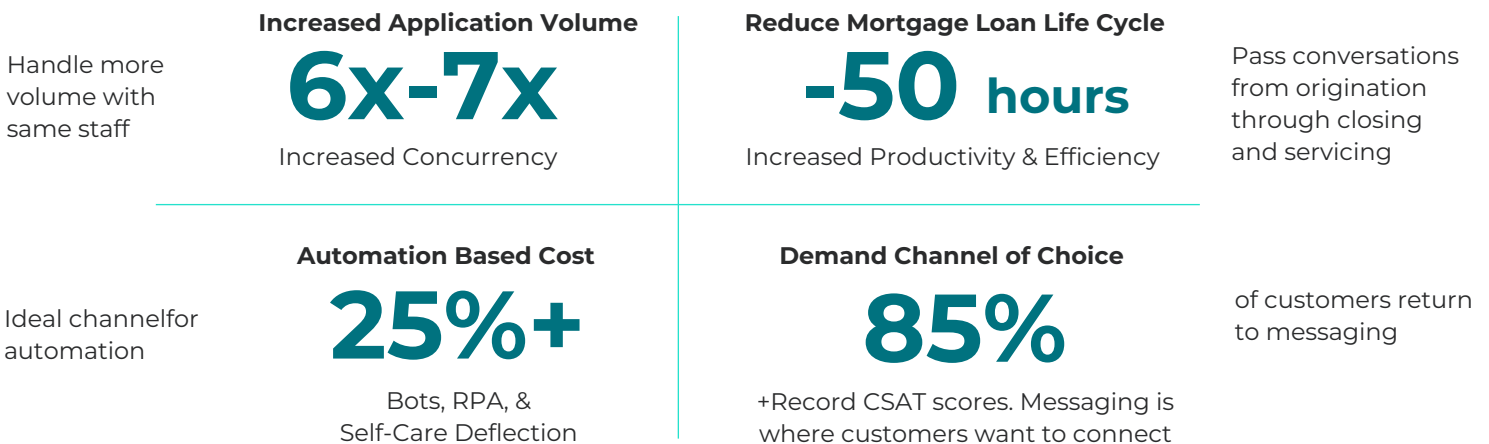
Key Features

- **Asynchronous Messaging.** Convenience for borrowers, loan officers and agents
- **Multi-Skilled Agents.** Purpose-trained to excel at messaging interactions
- **Channels of Choice.** SMS/Text, Apple Business Chat, Google Rich Business Messaging, Web Messaging, In-App Messaging, Facebook Messenger, Twitter, WhatsApp, WeChat and others
- **Bots—Yours or Ours.** Develop-Manage-Tunebots
- **Integrations.** Open API framework built on REST APIs and Web hooks
- **Reports and Insights.** Track the performance of your engagements



Real-World Results

Leading mortgage companies rely on Concentrix to drive their digital transformations. Our client successes include deployments that have resulted in higher volume of applications, improved efficiency, and dramatic increases in CSAT:



Connect With Us

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