

XP Messaging for the Mortgage Industry

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



TECHNOLOGY



BOTS

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 XP 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**.



An All-Inclusive Solution

Concentrix XP 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.

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

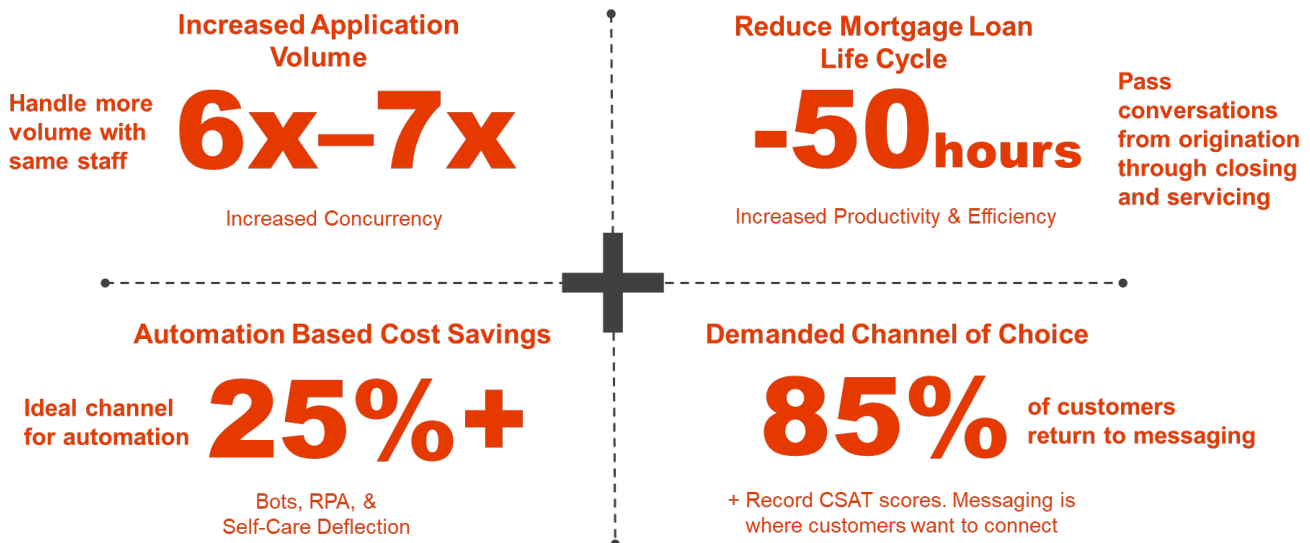


Key Features

- **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-Tune bots
- **Integrations.** Open API framework built on REST APIs and Webhooks
- **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:



+1 800-747-0583 | www.concentrix.com

© 2020 Concentrix Corporation. All rights reserved.

12/1/20