



We've Got You COVERED

*jha*Call Center™

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Ever heard that saying, “When it rains, it pours”? Of course you have – you’ve probably even experienced it for yourself. And if you’re like most bankers, you spend a lot of time worrying that your bank’s operational challenges might trickle down and affect your customer service.

Jack Henry Banking’s *jha*Call Center platform offers the support you need so that you can give your customers the consistent, quality service they deserve.

Whether you’re looking for in-house call center software or outsourced alternatives like after-hours and temporary support, we’ve got you (and your customers) covered.

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www.jackhenrybanking.com/jhaCallCenter
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jack henry Banking

A DIVISION OF JACK HENRY & ASSOCIATES INC®

A white line-art illustration of a classical bank building with a pediment and five columns. The word "BANK" is written in a stylized, outlined font within the pediment.

BANK

**We've Got You
COVERED**

In-House Support

*jha*Call Center In-House™

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Does your call center solution need a technology boost? **We've got you covered!**

*jha*Call Center In-House is a comprehensive in-house telephone support and customer service solution that can streamline efficiencies for your bank's call center agents and enable them to provide improved customer service quality – that means happy call center agents and happy customers.





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Customer Relationships

*jha*Call Center
Outsourced Services™

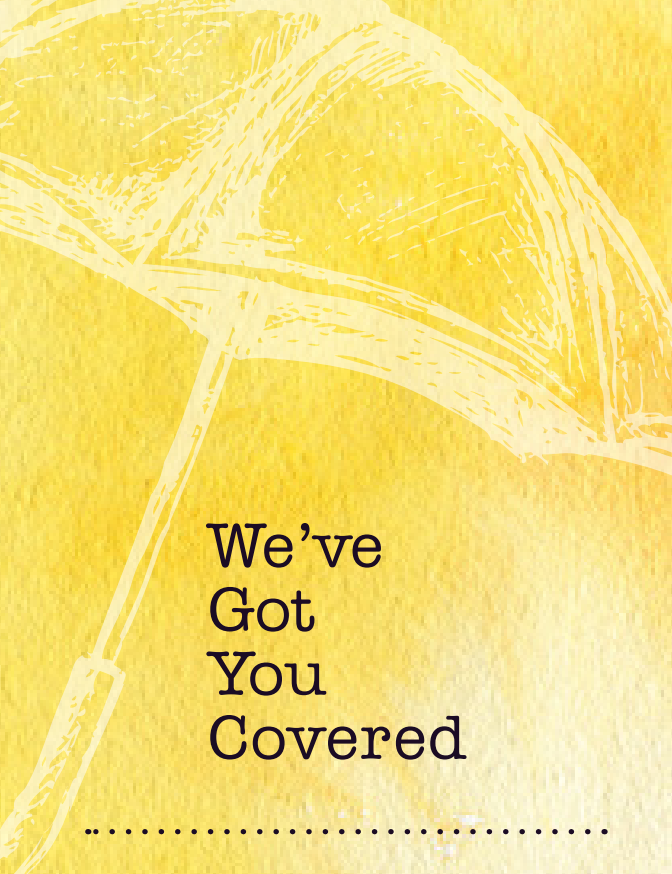
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Would you rather talk to customers face-to-face instead of over the phone?

We've got you covered!

We'll resolve your customers' inquiries on your behalf during normal operating hours from 7 a.m. – 5 p.m., in your bank's time zone. With *jha*Call Center Outsourced Services, our dedicated and trained *jha*Call Center staff can take the calls so you don't have to, letting you get back to building customer relationships in person.





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We've Got You COVERED

After-Hours Support

jhaCall Center Outsourced
Services After Hours™

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Do your customers need someone they can talk to after normal business hours?

We've got you covered!

jhaCall Center Outsourced Services After Hours offers your customers someone they can reach out to when your bankers are otherwise unavailable, by providing after-hours support from 5 p.m. – 11 p.m., Monday – Friday, in your bank's time zone.

(Saturday, Sunday, holiday support, and 24 x 7 support is available for an additional fee.)

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We've Got You COVERED

Back-Office Operations

jhaCall Center Outsourced
Full Business Services™

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Do you need an extra hand when it comes to juggling call volume and back-office operations?

We've got you covered!

Acting as a seamless extension of your bank's operations, *jhaCall* Center Outsourced Full Business Services augments telephone support with *jhaCall* Center staff who are qualified to perform back-office operations like loan and transaction processing.

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We've Got You COVERED

Significant Event Support

*jha*Call Center Outsourced
Select Services™

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Do you have a significant upcoming event that you expect higher-than-normal call volume for?

We've got you covered!

With *jha*Call Center Outsourced Select Services, our *jha*Call Center staff will take care of all of your customer calls and inquiries during events that generate higher-than-normal call volume (think: acquisition, merger, product change, etc.). Services are offered during daytime hours, after-hours, or both, and can include weekend and holiday support.

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A hand holding a blue umbrella over a smiling woman's face. The background is a soft, out-of-focus portrait of a woman with her eyes closed and a gentle smile. The umbrella is positioned in the upper left, with its handle extending downwards. The overall color palette is dominated by soft blues and greys.

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*jhaCall Center*TM

Visit www.jackhenrybanking.com/jhaCallCenter for a more in-depth look at *jhaCall Center*'s in-house and outsourced offerings, and discover how *jhaCall Center* can help your bank deliver consistent, quality customer service.

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