

Guest Chat for Jack Henry Conversations™

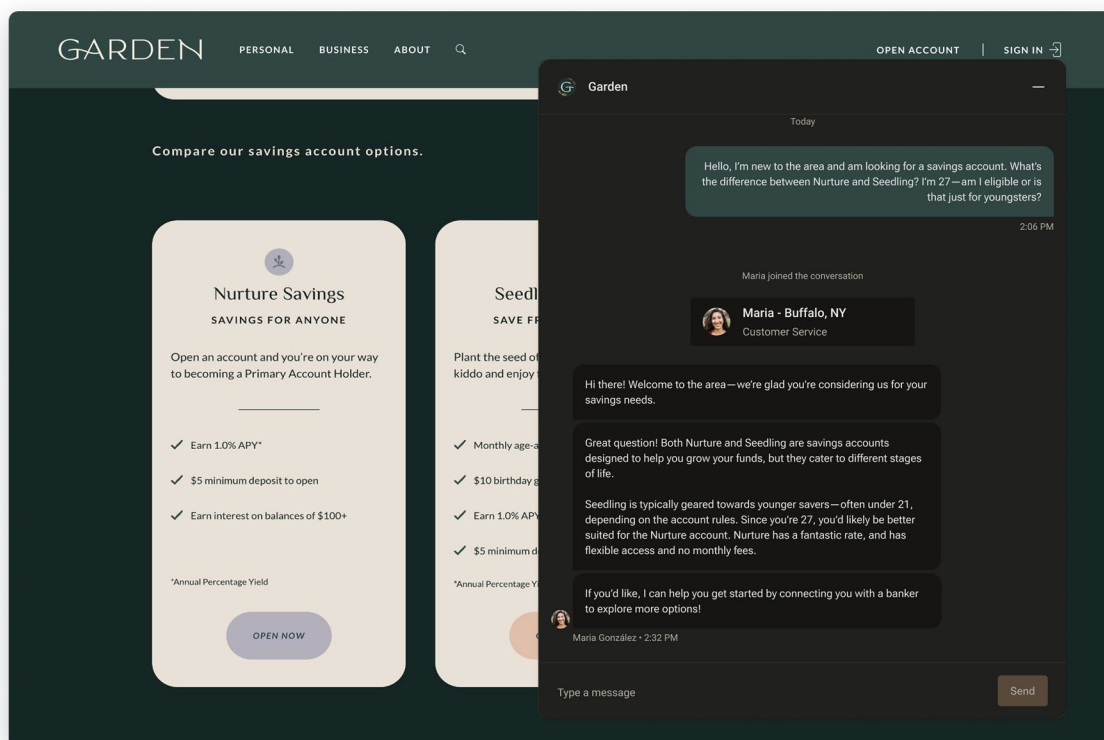
convert prospects into accountholders

In digital banking, simplicity is key to turning an inquiry into a meaningful relationship. Whether a user is seeking a new loan, researching CD rates, or starting an account application – maintaining that momentum is crucial. For banks and credit unions, these are high-stakes digital decision points where an unanswered question can lead to a lost relationship.

By engaging with users before authentication or log in, Guest Chat captures this interest and provides immediate support before it walks away. Financial institutions are provided the real-time guidance needed to transition a prospect into an accountholder without the friction of a forced authentication barrier or third-party tools.

Lead with Exceptional Support

Differentiate your financial institution by offering professional guidance at the start of the journey, building the trust required to secure a lifelong accountholder relationship.



Native in Jack Henry Conversations™

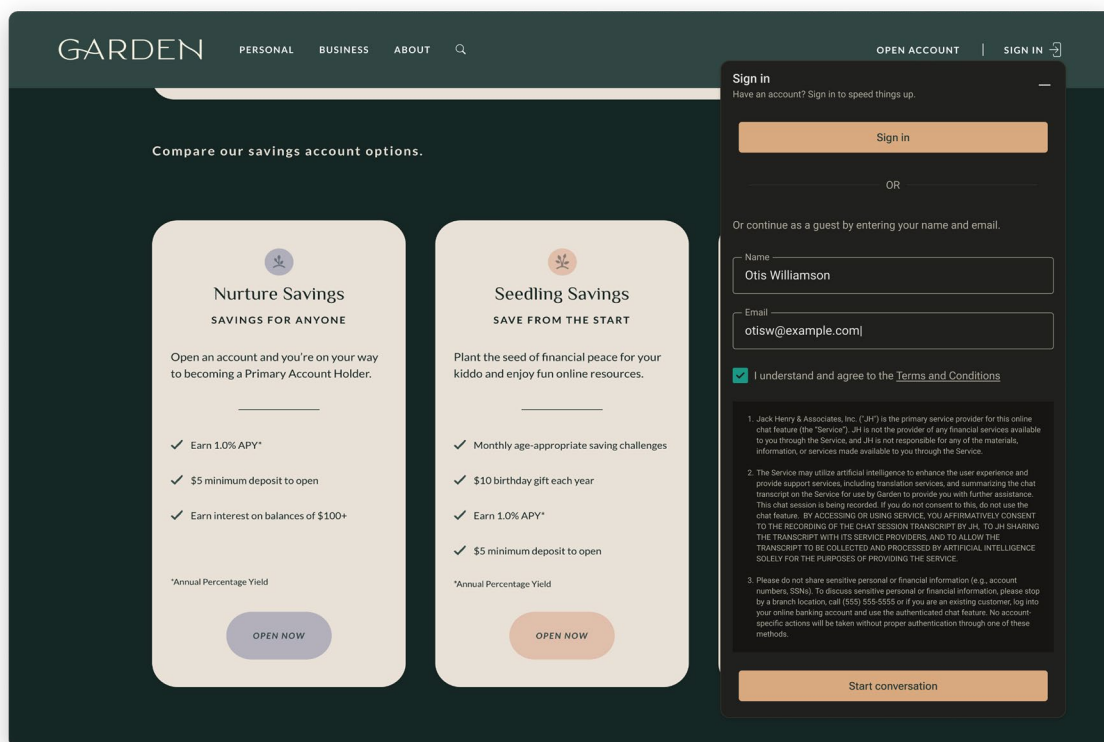
Guest Chat ensures a seamless experience both begins and ends within Jack Henry Conversations, creating less friction thanks to back office continuity and a consistent user experience.

Uncompromised Standards

Thanks to Guest Chat's native configuration, visitors operate within the same secure framework used for authenticated support, maintaining security standards and optimizing workflows. This secure framework also prevents risks associated with third-party tools and extends established controls to the very first interaction.

Cross-functional Continuity

When a prospect becomes an accountholder, conversations naturally convert to an authenticated support chat. By carrying over conversation history, staff are armed with the knowledge and context to help them avoid redundant questions, significantly reducing friction along the support journey.



capture prospects before they walk away

For community banks and credit unions, digital growth is shaped by moments that happen prior to login and during initial account exploration. When those interactions are incomplete, intent fades and prospects move on. Rather than losing opportunities, Guest Chat ensures financial institutions are easily engaging prospects, without lowering their support standards.

By aligning service culture and growth goals with Guest Chat, financial institutions are better equipped with the tools needed to convert early guest interest into long-lasting accountholder relationships.

maximize your impact with the Support Suite

Don't let prospects walk away – transform your entire service model. Check out our Support Suite bundle overview [here](#) or reach out to our digital experience team at digitalexperience@jackhenry.com

For more information about Jack Henry, visit jackhenry.com.