

 Digital Customer Portal

Deploy a portal to unify all of your client information in one seamless experience.

Today's consumers expect near-ubiquitous accessibility and on-demand resolutions with all their services—including their financial institutions. Increasingly, banks are adapting device-agnostic, user-friendly front-end experiences. Building a “one-stop-shop” digital portal, however, is a massive engineering effort, which must be continuously sustained to address evolving customer needs, add new products, and comply with an evolving patchwork of regulations. This is where Unqork's ability to accelerate the development of robust financial applications is key.

Unqork's **Digital Customer Portal** allows banks of any size to rapidly deploy and effectively manage a digital front-end. The portal empowers consumers to view and manage loans, credit cards, deposit accounts, and—in the case of corporate clients—see all accounts at all legal entities.

This can inject a myriad of benefits throughout an organization: Clients see improved service levels and turnaround times for basic tasks they're able to complete with self-service; advisors can spend less time on administrative tasks and more time addressing unique or complex client challenges; and the company can reinvest savings in administrative overhead into other parts of the business.

Key Benefits

- **Improved client experience:** Deliver a better digital experience on every device
- **Increased new product conversion:** Easily surface new products to your relevant clients in a familiar place
- **Increased customer engagement:** Make it easier for your clients to review their finances 24/7
- **Reduced transaction costs:** Avoid unnecessary phone calls or emails by improving your user experiences
- **Enhanced insights:** Achieve more conversions with informed customer insights

Key Capabilities



Seamless Integrations

Integrate with your LOS, other internal systems, as well as third-party data service providers (Plaid, TransUnion, etc) to provide clients with a full picture of their accounts



Personalized Service and Offerings

Customize experience based on triggers such as sales channel, region, client preferences, products, and regulations



Tailored In-System Dashboards

Build comprehensive dashboards for your clients and employees to view their most important information at a glance



No-Code Flexibility

Unqork's no-code platform makes changing applications based on evolving regulations or products a readily configurable visual interface



Support Center

Help your clients access the right materials to answer their questions when they don't want to reach out to an agent



Services

Support seamless KYC, regulatory assessments, and other due diligence

SUCCESS STORY

Transforming Customer Engagements Through No-Code

A large financial services institution lacks a unified portal for its customers which causes customers to have trouble finding their bank information, leading to increased support requirements and low customer satisfaction. The bank wants a flexible client portal that empowers consumer clients to access all of their account information, open new accounts, and review their transactions and credit information in one place.

Leveraging Unqork's Digital Customer Portal, the bank can rapidly deploy a portal that integrates with all of its LOS, internal systems, as well as third-party data service providers like Plaid and TransUnion to provide the customer with a full picture of their accounts.

The bank's customers can now review their financial health, update their information, move money between accounts, and much more without any human intermediation.

About Unqork

Unqork is the industry pioneer no-code enterprise application platform that helps large companies build, deploy, and manage complex applications without writing a single line of code. Organizations like Goldman Sachs, Liberty Mutual, the Cities of New York and Washington, DC and Maimonides Medical Center are using Unqork's drag-and-drop interface to build enterprise applications faster, with higher quality, and lower costs than conventional approaches.

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