

Banking Technology Solutions Improve Customer Experience and Profitability

Financial institutions are looking for innovative ways to deliver a great account holder experience while controlling costs and boosting profits. Digital transformation initiatives are helping institutions like yours achieve this goal — even as the industry adjusts to the new normal.

The UKG™ (Ultimate Kronos Group) 2020 Retail Branch Lobby Study — based on 2 million sales and service interactions at financial institutions across North America — reveals key metrics to guide you in driving appropriate behaviors and improving branch performance for sustained success.

Say Goodbye to Lobby Wait-Time Woes



Long lines at the branch degrade the account holder experience, leading to frustration, health and safety concerns, and lobby abandons. But lobby wait times can vary widely due to:

- Lobby understaffing or overstaffing
- Too much time spent on each interaction
- Inefficient institutional procedures



WHAT CAN YOU DO?



Empower account holders with apps
Let them book appointments and view lobby wait times from a mobile or desktop device.

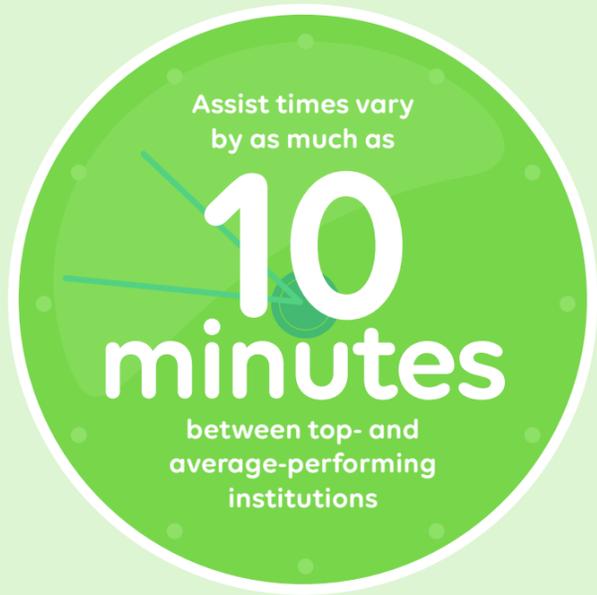
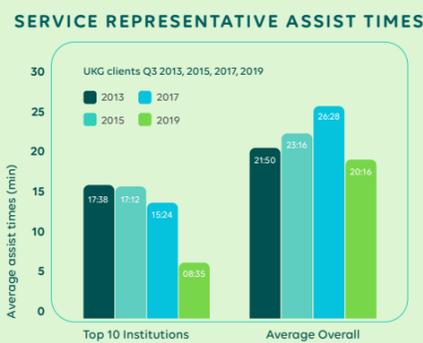


Leverage alert technologies
Set wait-time thresholds, and notify lobby staff and branch managers in real time when service levels fall.

Create Smiles and Savings with Fast Assist Times

When account holders visit the branch, they expect efficient sales and service interactions. However, assist times can differ significantly as:

- Employees do a better job of cross-selling
- Institutions move to a universal employee model
- Lack of training affects staff performance



WHAT CAN YOU DO?



Schedule employees based on demand
Staff lobbies based on forecasted activities to optimize account holder service and staffing costs.



Personalize the initial interaction
Automatically match account holders' needs with the most qualified available employee.

Gain Visibility into Branch Performance for a Competitive Edge

Take a data-driven approach to improving branch performance. [UKG Banking Solutions](#) provide appointment-setting, lobby tracking, staff scheduling, and performance analytics to help transform your account holder experience while increasing productivity and profits. Get the automated tools and business intelligence you need to:



Identify time-of-day segments (busy or slow) and schedule staff appropriately



Spot performance issues and respond with targeted training and coaching



Minimize appointment no-shows with automated calendar invites and email/text reminders



Proactively avoid poor service with time thresholds and real-time alerts

Ready to improve your branch performance? Explore the metrics that matter — and get expert tips — in the [UKG 2020 Retail Branch Lobby Study](#).