



UKG Banking Solutions

Optimize the branch experience
for improved service and sales

In today's dynamic environment, banks and credit unions are looking for innovative ways to balance service levels and costs to stay competitive and achieve better business outcomes. Even as financial institutions continue digitization, many customers and members still value face-to-face interactions. That's why it's so important to deliver an exceptional branch experience by taking action to improve employee efficiency, productivity, and engagement.

UKG Banking Solutions provide a comprehensive suite of applications to help you deliver the branch experience your customers and members expect — conveniently, efficiently, and cost-effectively. From online appointment booking and lobby management to staff scheduling and performance analytics, UKG™ technology helps you make the most of every interaction to optimize service, sales, and satisfaction.



UKG Appointments

Enable customers and members to book virtual, phone, or in-branch appointments around their schedules using your mobile app or website — eliminating the frustration and revenue loss associated with long wait times and lobby abandons. The white-label UKG Appointments solution automatically matches the customer or member with the most qualified available employee to meet their needs, enhancing the service experience and improving sales results.



Key benefits:

- Shorten wait times
- Reduce no-shows
- Staff appointments properly
- Make data-driven decisions

UKG Lobby

Optimize the lobby of your bank or credit union to ensure this valuable space is focused on sales and service. UKG Lobby lets customers and members sign in from a tablet or kiosk, select the service they need, and monitor wait time on a digital display. Plus, the solution provides the comprehensive tools and reports you need to accurately measure the lobby experience — in real time — and make data-driven decisions to improve sales and service performance.



Key benefits:

- Check lobby wait times remotely
- Track sales and service metrics
- Send wait-time alerts to staff
- Drive efficiency with robust reports



UKG Banking Scheduler

Take the guesswork out of scheduling frontline staff and other employees at your bank or credit union branches. UKG Banking Scheduler enables you to schedule staff based on forecasted traffic levels — taking into account employee skills and availability — and lets employees view their schedules on their mobile devices. The solution analyzes monthly transaction data and forecasts branch traffic, helping you create schedules with an optimal mix of full-time and part-time staff to meet or exceed service demands.



Key benefits:

- Easily create and edit schedules
- Drive effective staffing decisions
- Boost engagement with fair rotations
- Optimize branch staff utilization

UKG Banking Analytics

Drive more effective staffing decisions to improve branch productivity, service, and sales. UKG Banking Analytics delivers detailed employee productivity and labor cost reporting; tracks key metrics at the employee, branch, regional, and institutionwide levels; and provides comparative rankings that show how your performance stacks up. With real-time visibility and actionable insights, you can take informed steps to improve productivity and service.



Key benefits:

- Drive sales, service, and cost-efficiency
- Access powerful business intelligence
- Increase productivity at all levels
- Track performance against industry peers

Put UKG Banking Solutions to work for your financial institution. To learn more, call **+1 800 225 1561** or visit **ukg.com/banking**.

Connect with us online @UKG.com