



TAKE YOUR BANK TO THE NEXT LEVEL

Q-nomy's Solution for Banks and Financial Institutions

Customer expectations and preferences are changing rapidly, and banks must be equally agile in adapting their processes and technologies.

Q-nomy offers a range of customer-centric software solutions that support banks as they transition from traditional service models to new modes of operation. **These solutions ensure customer satisfaction and loyalty, while optimizing operational efficiency.**



Appointment Scheduling

Increase customer satisfaction and sales by optimizing the appointment booking experience. Manage scheduling via self-service online and mobile apps, as well as by contact center and branch agents, to ensure both banker and client are well prepared for effective interaction.

Customer Flow Management

Streamline the customer journey, creating an actionable database and supporting the bank's business goals. Manage the service process from the moment customers enter the door until they leave, while ensuring a positive experience.



Omnichannel Banking

Allow bankers anywhere to serve customers on any channel, thus maximizing efficiency and increasing service availability. Manage walk-ins, video appointments, voice and chat, all on a single software platform, ensuring a seamless omnichannel experience.

Proactive Banking

Optimize bankers' time by adding a queue of proactive tasks, such as customer retention and marketing calls, that will be blended and managed among appointments and incoming call queues.

