



Transforming the future of digital banking means creating a more personal, relevant connection.

Umpqua Bank planted this seed in 2015 with the creation of Pivotus Ventures—a small technology company committed to big ideas—and GoTo banker was born.

Umpqua has now entrusted Kony to grow this idea into a movement—and we're please to introduce Kony DBX Engage.

- DBX Engage enables banks and credit unions of any size to be there for customers when and where they need it by building a relationship beyond transactions.
- DBX Engage is a highly-personalized messaging application that securely integrates with your identity management system—plus a compliant, browser-based portal for your agents.



Customer Registration

- Customizable app education screens
- Terms and conditions acceptance
- View agent profiles
- Search for an agent
- Select agent



Customer App

- Send messages to personal agent
- Online agent status
- Push notifications
- Phone agent
- Back up if customer's agent is unavailable
- Choose new agent
- Persistent chat history



Agent Engagement Platform

- Send messages to customers
- Persistent chat history
- Pull in an expert to the conversation
- Set up personal profile for customers to view
- View customer and agent details
- Ability to identify new to bank and existing customers
- Manager tools
- Send messages to customers individually or as a group



Authentication & Encryption

- Fully encrypted messaging
- Integration with bank's identity provider
- Biometric login for customers
- Manual and auto log out for customers
- Single sign on for agents

The future of banking is here. Find out if you're ready at dbx.kony.com.

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