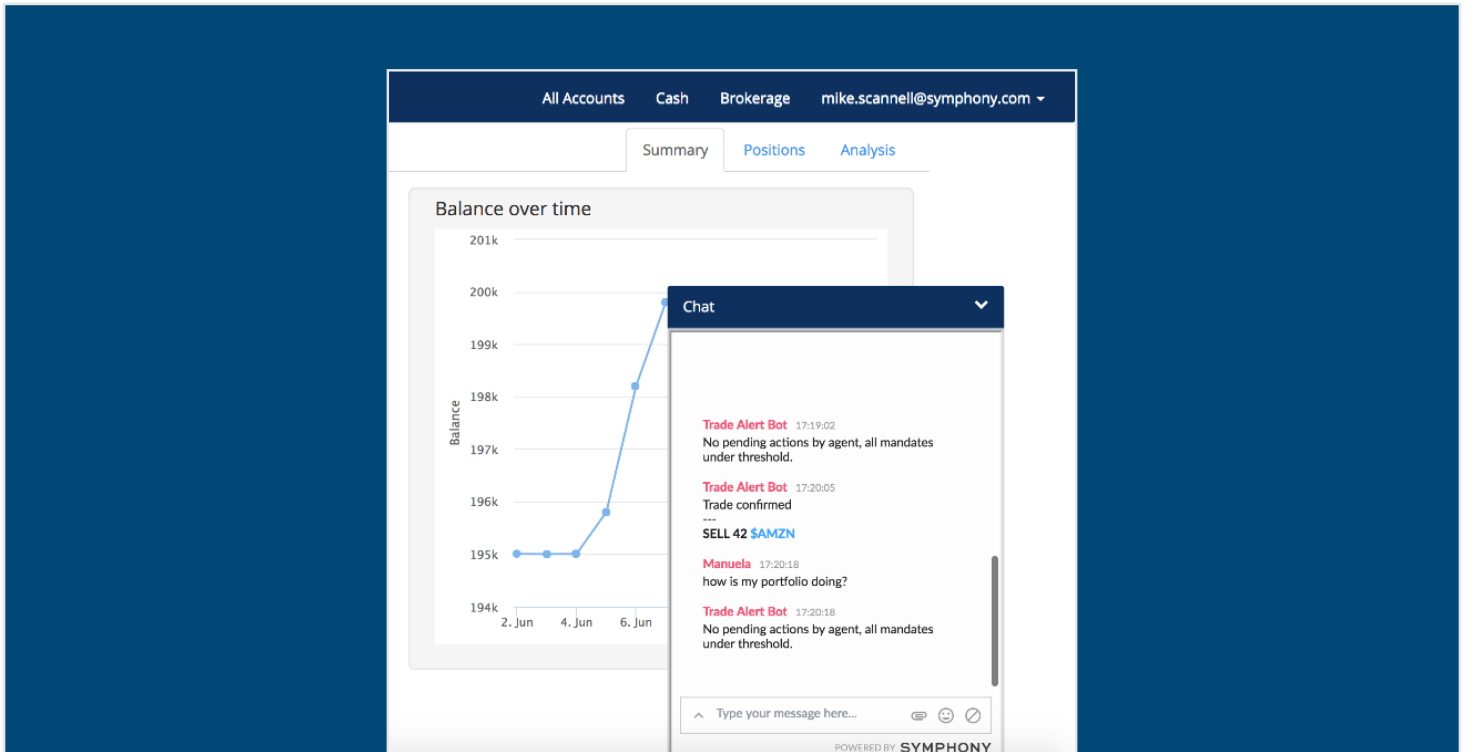


Embedded Chat Module



With the Embedded Chat Module, customers and partners can embed Symphony chat capabilities into software applications and web portals. This module uses Symphony's well-established security model of customer-controlled encryption infrastructure and also supports @mentions, #hashtags, \$cashtags, bots and more*.

The Embedded Chat Module provides the following benefits:

- **Improved client experiences** & simplified workflows with the integration of real-time chat into applications and web portals
- **Ability to create differentiated client experiences** through Structured Objects (inline, rich and interactive software widgets)
- **End-to-end security** and built-in tools that facilitate **compliance** with regulations

Example Use Cases

Communicate with Banking Clients from Within Web Portals

- With the Embedded Chat Module, a bank's client can **chat securely** with the help desk, financial advisor, or a Relationship Manager – all from within the bank's web portal
- The RM can share **detailed and interactive portfolio views** enabled by Structured Objects technology; **this leads to faster answers for clients & better customer engagement**
- Competing solutions like consumer chat apps **may lack end-to-end security; email lacks real-time, rich interactions**

Communicate with Contacts from Within Workflow Tools such as CRM Applications

- By embedding Symphony into a workflow tool such as a CRM application, users can **chat securely with contacts from within the application**
- This **saves time** by eliminating the need to switch to a different communication tool; it also **enhances the utility of the CRM application** through the addition of secure chat
- The use of alternative tools like email may **introduce errors from copy/paste** between CRM application and email

Engage with Symphony to explore how you can create differentiated client experiences and simplify workflows.