



Digiface

THE DIGITAL ONBOARDING, eKYC & vKYC SOLUTION

Acquiring new customers is integral to growing a business, especially for banks. However, with intense competition in the market, retaining customers has proven to be an even bigger challenge. It is important to make a first impression to a newly acquired customer, especially by providing a smooth and convenient onboarding experience.

Digiface, is a digital onboarding eKYC and vKYC solution developed by Epic Lanka. It is a holistic solution to streamline the digital onboarding journeys across multiple banking products whilst aligning against the regulations.

What is unique about Digiface?

With Digiface, customers have the option of self-onboarding and agent-assisted onboarding. The all-inclusive turnkey solution offers digital, Video and Electronic kyc solution options.

- Queue management capabilities facilitates call management and AI-driven call allocation schemes to Bank Agents
- The Interface provides a holistic customer profile view to the Bank Agent's screen
- Ensures customer authentication prior to connecting to a video conference to negate spams and fraud callers
- Tracks a customer's geo location live as well as calls placed outside of Sri Lanka
- Users can transfer documents and attachments during a call and create a unique Reference IDs for each call as well as retrieve call records
- Provides a Call scheduling and notification option while streamlining the call management process for both the customers and Bank Agents
- Offers Facial data matching and comparisons to ascertain the authenticity of the customer
- Optical character recognition facility to minimize data entry at the time of providing the proof of identification documents and details