

# ONBOARDING FEATURE LIST

Single Onboarding Platform for multi-user journey developed  
for Fully Responsive Opti-Channel

- Supports Customer Self-Service, Assisted Experience, In-Branch, and Staff initiated onboarding.
- Supports Cloud and On-Site deployment.
- User Interface Front-end supports:
  - ◆ iOS and Android mobile phones
  - ◆ Laptop and Notebooks
  - ◆ Tablets
  - ◆ Large touch screen or AIO desktop
  - ◆ Portrait and Landscape mode for large retail store based touch screens
  - ◆ Voice-first channels e.g. Voice chatbots, Amazon Alexa.
- Genesis Open API layer for easy backend integration with your existing systems :
  - ◆ Core banking
  - ◆ CRM
  - ◆ Credit Bureau
  - ◆ BPM, Risk Decisioning etc.
- Document Capture/Upload and Automatic Data Extraction for common onboarding requirements:
  - ◆ EmiratesID
  - ◆ Passport
  - ◆ Salary Letter etc.
- Document and Customer Verification features:
  - ◆ Live Facial Verification
  - ◆ Utility Bill Address Verification
  - ◆ HD Video and Audio Recording of client verification
- Opti-Channel enabled for onboarding journey to start and continue in separate sessions.
- Backend Onboarding Administration application:
  - ◆ Fully customizable Onboarding Data Analytics Dashboard
  - ◆ Onboarding Leakage Reports
  - ◆ Supports multi group admin profiles like Compliance, Credit Risk, IT etc.
  - ◆ Automation and Manual Workflow engine for approval/rejection
  - ◆ Risk Rules engine
  - ◆ KYC/AML for Customer Sanctions check
  - ◆ Alerts for KYC Document expiry
  - ◆ CRM engine
  - ◆ Document Management Engine/Repository
  - ◆ Client Onboarding AI-based verification scoring for setting automated confidence approvals
- Regulation enabled for Tonic MIFID and GDPR Modules.
- Supports Multiple Product Offerings, Bundles and Cross-Sell rules.