

Directlink Announces Integration With Q2's Digital Banking Platform

Financial Institutions can now provide Directlink's robust and integrated conversational banking solution to customers through Q2's Digital Banking Platform

Syracuse, New York (January 11, 2022) — Directlink, a proven AI-powered conversational platform that is effortless for the customers and simple for bank and credit union employees, today announced its integration with Q2's Digital Banking Platform, via the Q2 Partner Accelerator Program. Q2 Holdings, Inc. (NYSE: QTWO), is a leading provider of digital transformation solutions for banking and lending. This integration allows Directlink to offer its intelligent virtual assistant within Q2's Digital Banking Platform, providing always-on, savvy service to end-users and relieving the increasing burden on customer contact centers and frontline staff.

The Q2 Partner Accelerator is a program through the Q2 Innovation Studio that allows in-demand financial services companies who are leveraging the Q2 SDK to pre-integrate their technology into the Q2 Digital Banking Platform. This enables financial institutions to work with these partners, purchase their solutions and rapidly deploy their standardized integrations to their customers.

"The time for effortless customer support is here. Directlink's integration with Q2's Digital Banking Platform will give Q2 customers the option to streamline contact center management and increase financial institutions' availability for their account holders," says Mark Vanderpool, President of Directlink. "This integration facilitates a frictionless banking experience for members and customers while alleviating some of the increased costs of operating their contact center."

Directlink provides a fully customizable AI web chat interface available on desktop and mobile. This allows for the swift resolution of frequently asked questions from credit union members and bank customers, enhancing their overall online banking experience while easing the management pressure for financial institutions.

About Q2 Holdings, Inc.

Q2 is a leading provider of digital banking and lending solutions to banks, credit unions, alternative finance, and fintech companies in the U.S. and internationally. Q2 enables its financial institutions and fintech companies to provide comprehensive, secure, data-driven digital client engagement solutions – from consumers to small businesses and corporate clients. Headquartered in Austin, Texas, Q2 has offices throughout the world and is publicly traded on the NYSE under the stock symbol QTWO. To learn more, please visit [Q2.com](https://www.Q2.com).

About Directlink

Directlink is a leading-edge voice + digital banking platform. Powered by conversational AI technology, Directlink enables banks and credit unions to design, develop and deploy intelligent virtual assistants across channels - automating customer service via hyper-personalized, human-like exchanges. Directlink offers out-of-the-box integrations and a pre-built knowledge base to make connecting with your customers easy, simple and affordable. Visit www.directlink.ai to learn more.

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