

Upcoming General Release Highlights

As promised, our enhanced support program will provide regulatory and feature enhancements to our customers, included in the new support package.

- This year's first release, being rolled out May 2023 onwards, shall incorporate, amongst other elements, the following highlights:
 - **Regulatory Updates:** new central bank mandated **Dormancy, Senior Citizen and ITRS Reporting** requirements covered
 - special thanks to the Al Baraka Bank Pakistan Limited team, for providing their invaluable insights on the ITRS reporting standards and required system changes to accommodate the reporting standard.
 - **Communication Features:** new configurability enhancements for email and SMS setup and generation in the Core System
 - as requested by Punjab Provincial Cooperative Bank Limited as well as several other clients previously.

Digital Onboarding Portal: Join our Early Adopters Group

Per current industry needs, AutoSoft is developing a Digital Onboarding module, for self-onboarding of customers online, with a design allowing for both complete pre-integration with our AutoBANKER and AutoIBANKER Core Systems, as well as the ability to integrate with your other systems (thank you Faysal Bank for your initial inputs and involvement).

If you would like to participate in our Early Adopters Group, to take part in shaping the system per your requirements, we are currently taking interest confirmations till **May 30th, 2023**.

Participants shall additionally gain preferential implementations scheduling, as well as additional value benefits not available for general release clients. To confirm your interest or learn more, please contact us at zeeshan.aman@autosoftdynamics.com.

INSIDE THIS ISSUE

- 1 Upcoming General Release Highlights
- 2 Digital Onboarding Portal: Join our Early Adopters Group
- 3 Complimentary Webinars & Training Services.
- 4 Support Services – Customer Recognition
- 5 Events Update

Complimentary Webinars & Training Services

- After the great response received in Q1, our Webinar Series continues in May:

Upcoming Webinars

DATE	TOPIC	PRESENTER
May 10, 2023	TeamSupport Knowledge Base Overview	Mr. Amir Latif
May 24, 2023	Exploring AutoHRM System Reports	Mr. Ahmed Daoud
June 07, 2023	Exploring AutoBANKER System Reports	Mr. Abdul Hannan

Recent Webinars (recordings available):

DATE	TOPIC	PRESENTER
January 25, 2023	AutoLOS Loan Origination System	Mr. Naveed Younus
February 15, 2023	TeamSupport Hub	Mr. Amir Latif
February 22, 2023	AutoCOMPLIANCE Name Screening	Mr. Abdul Hannan
March 09, 2023	AutoCOMPLIANCE Transaction Monitoring	Mr. Abdul Hannan

- Access past sessions recordings via our TeamSupport [Knowledge Base](#).
- To request specific webinars or order tailored trainings, use the Team Support Portal or email us at trainings@autosoftdynamics.com

Support Services – Customer Recognition

- As part of our commitment to you, we are monitoring the response and resolution times as well as quality of information entered into tickets. When our clients provide as much information relating to the ticket as possible (Description, screenshots, attachments, etc.) i.e. raise a “Golden Ticket”, it greatly enables our ability to respond to you in a timely manner with minimal cycles.
- The overall number of Golden Tickets has increased significantly in Q1 2023, as compared to Q4 2022.
 - we would like to especially acknowledge **Ms. Syeda Tauseef** from FINCA Microfinance Bank (40 Golden Tickets), **Mr. Arshad Abdul Rahman** from The Bank of Punjab (37 Golden Tickets) and **Ms. Anousha Mansoor** from Faysal Bank Limited (29 Golden Tickets), for providing quality information required to understand and resolve their issues in a timely manner!

Events Update



AutoSoft participated in the 4th Digital Banking & Payments Summit, 2023, held in Karachi on February 08 and February 09, 2023, focused on Driving Digital Banking Forward. The Ideas shared by Top 100 Global CX thought leaders will enable us to orient our products towards Digital Banking and offer cutting edge products to our customers.



See You at GITEX Africa 2023!

- We are coming to **Marrakech**, Morocco this summer!
- Will you be there or close by between **31st May & 2nd June 2023**?
- We want to meet you there!
 - Let us know if we can meet up, by contacting: saadia.samad@autosoftdynamics.com



To learn more about our products and services contact us at sales@autosoftdynamics.com