



# MNET CoreAccess+ for 8x8

## Seamlessly Connect 8x8 to Core Financial Systems

MNET CoreAccess+ connects 8x8 Contact Center to leading financial core systems, such as Jack Henry and Fiserv, to enable secure, real-time data access for agents, bots, and IVRs. Designed for banks and credit unions, CoreAccess+ streamlines operations by surfacing customer account data directly in the 8x8 interface.

Built on a secure, stateless framework, it offers flexible deployment in the cloud or a DMZ without storing PII. It's a perfect fit for the compliance-first financial services industry.

## Tailored Solutions That Deliver Instant Value

As a real-time connector, CoreAccess+ eliminates the need for screen-switching or manual lookups. Bots and agents can instantly retrieve balances, transfer funds, and verify identities—all within a single workspace. Each deployment is tailored to the customer's environment to ensure optimal integration and minimal lift.

Flexible modules like Fraud Management, Playback Account Info, and Transactions allow customers to configure CoreAccess+ based on their specific needs. With pre-built APIs and support for CRM sync, the solution accelerates time-to-value and complements any digital transformation roadmap.

### Key benefits

- **Increased Efficiency:** Speed up service with self-service authentication, automated data access, and real-time context delivered directly into the 8x8 agent workspace.
- **Improved Customer Experience:** Provide seamless transitions from bots to agents, eliminate repetitive questions, and personalize interactions with full conversation history and account visibility.
- **Optimized Agent Performance:** Reduce handle times and improve productivity by giving agents immediate access to account data, alerts, and authentication details—all in one place.
- **Secured Architecture:** Support deployment within private cloud or DMZ environments, with no PII storage and a tiered API model that safeguards internal systems.

## Modernize Member Interactions with Confidence

With MNET CoreAccess+ and 8x8, financial institutions, like credit unions and banks, can eliminate silos, speed up service, and modernize the member experience. This unified approach to integration helps streamline support, personalize member experiences, and unlock faster, more intelligent CX—without adding complexity.

### Key Capabilities:

- **Fraud Management:** Detect and prevent fraud during digital interactions to protect users and sensitive data.
- **Member Authentication and Screen Pop:** Enable fast, secure user verification across channels without disrupting the customer experience.
- **Playback Account Information:** Provide real-time access to account details within the digital session for quick self-service
- **Transactions:** Allow secure, guided execution of payments transfers, or submissions during live interactions.

The screenshot displays the MNET CoreAccess+ Member Information interface. The top header includes the CORE ACCESS+ logo and a user profile section with a 'Go to Account' button and the identifier 'M01'. The main content area is divided into three columns. The left column, titled 'Member Information', shows the member's details: Member Number 774513, Name JOHN SMITH, and a table of accounts. The middle column displays the member's status as 'Authenticated' with a green checkmark, the reason 'Attempted', and a list of enrolled numbers. It also includes buttons for 'Manually Authenticate', 'Manually Fail', 'Save', and 'Cancel'. The right column shows a '2FA' (Two-Factor Authentication) section with a dropdown menu for the phone number '+1 (312) 752-8183', a 'Send SMS with OTP' button, an 'OTP' input field, and a 'Validate' button. Below the 2FA section is a 'Security Notes' section with a 'Note Category' dropdown and a 'Notes' text area. The bottom of the interface features a footer with 'Terms and Service' and 'Privacy Policy' links on the left, and 'Powered by Member App © 2023' on the right.

Name	Relationship
JOHN SMITH	PRIMARY
JOHN SMITH CHECKING ACCOUNT	JOINT OR
JOHN SMITH CHECKING ACCOUNT2	JOINT OR
JOHN SMITH SAVINGS ACCOUNT	JOINT OR
JOHN SMITH SAVINGS ACCOUNT2	JOINT OR

Ready to see what 8x8 and MNET CoreAccess+ can do for your organization? [Learn more](#)