



NEWS RELEASE

# Q2 Launches Q2 Assistant, Embedding AI Agents Across Banking Operations

2026-06-02

Unified AI experience gives financial institution teams the intelligence to work faster, make better decisions, and scale operations without adding tools or disrupting existing workflows

AUSTIN, Texas--(BUSINESS WIRE)-- **Q2 Holdings, Inc.** (NYSE: QTWO), a leading provider of digital transformation solutions for financial services, today announced the launch of Q2 Assistant, a unified AI experience layer embedded directly within Q2's product portfolio. Q2 Assistant delivers a context-aware conversational interface inside Q2 platforms where banks and credit union teams operate daily, connecting to product-specific specialized agents that execute tasks and support operations, governed by the same data isolation, audit logging, and compliance controls that regulated financial institutions require. Q2 Assistant serves as the unified experience layer across Q2's product portfolio, while product-specific agents, starting with the Customer Care Agent within Digital Banking, deliver task-level capabilities within each Q2 solution.

Financial institutions face compounding operational pressure as digital banking interactions become more complex and support volumes continue to rise. These fragmented workflows slow resolution times, create operational friction, and limit a financial institution's capacity to scale efficiently.

Q2 Assistant addresses these challenges by providing a single point of entry for financial institution employees to interact with AI across Q2's product portfolio. Through one interface, staff can ask questions, surface information, and execute tasks through product-specific agents, without switching systems, retraining, or disrupting existing processes.

Built for regulated institutions from the start, Q2 Assistant operates within controlled governance and compliance boundaries. Data remains isolated, encrypted, and is never used to train shared models across customers. All interactions are logged, and humans remain in control of consequential actions.

"Banks and credit unions don't need more disconnected AI tools. They need intelligence embedded where work already happens," said Q2 CTO Adam Blue. "Q2 Assistant builds on more than two decades of financial institution workflow expertise to help teams move faster, resolve issues more efficiently, and deliver stronger customer experiences within their trusted Q2 platform environment."

The initial deployment introduces the **Customer Care Agent**, the first agent available through Q2 Assistant within Digital Banking and designed specifically for customer experience and support teams working within Q2 Console. Available to financial institution customers today, the Customer Care Agent helps banks and credit unions diagnose and resolve common digital banking issues such as login failures, password resets, transaction inquiries, and user activity investigations, reducing friction for both employees and account



holders. Early adopter institutions, including Stanford Federal Credit Union and VeraBank, have been piloting Q2 Assistant ahead of launch and validating measurable improvements in support operations.

"Using Q2 Assistant, tasks that previously required hours of research and escalation across teams can now be completed in seconds," said Stanford Federal Credit Union VP of Digital Strategy Brian Xie. "In one case, a request that took over two hours to resolve was answered in under a minute without escalation."

"At scale, minutes matter. Every time a support specialist has to stop and search for an answer, those minutes add up into a real capacity drain for the entire team," said VeraBank SEVP Chief Treasury and Digital Banking Officer Michael Purifoy. "Q2 Assistant gives our people the ability to solve repetitive tasks faster so they can turn their attention to the high-value work that actually grows the customer relationship. Community banks don't have the budget to scale technology and people the way the large banks can. If we can give our teams an AI tool that frees them for higher-value work, we can compete in ways we couldn't before, and that's exactly what Q2 Assistant is helping us do."

The launch reflects Q2's platform-first AI strategy, focused on embedding intelligence across critical banking workflows while maintaining the governance, explainability, and operational trust financial institutions require. As the unified experience layer across Q2's product portfolio, Q2 Assistant is designed to scale: additional agents, including capabilities for fraud operations and relationship pricing workflows, are in development for 2026.

Q2 Assistant will be showcased at CONNECT 26, Q2's annual client conference, through general session keynotes, product hub demonstrations, and breakout sessions.

To learn more about Q2 Assistant, visit: <https://www.q2.com/products/q2-assistant>.

To see Q2 in action, visit: <https://www.q2.com/blog/a-closer-look-at-q2-assistant>.

For more information about Q2's approach to AI innovation for financial services, please visit <https://www.q2.com/ai-for-everyone>.

About Q2 Holdings, Inc.

Q2 is a leading provider of digital transformation solutions for financial services, serving banks, credit unions, alternative finance companies, and fintechs in the U.S. and internationally. Q2 enables its financial institution and fintech customers to provide comprehensive, data-driven digital engagement solutions for consumers, small businesses and corporate clients. Headquartered in Austin, Texas, Q2 has offices worldwide and is publicly traded on the NYSE and NYSE Texas under the stock symbol QTWO. To learn more, please visit [Q2.com](https://www.q2.com). Follow us on [LinkedIn](#) and [X](#) to stay up to date.

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Source: Q2 Holdings, Inc.