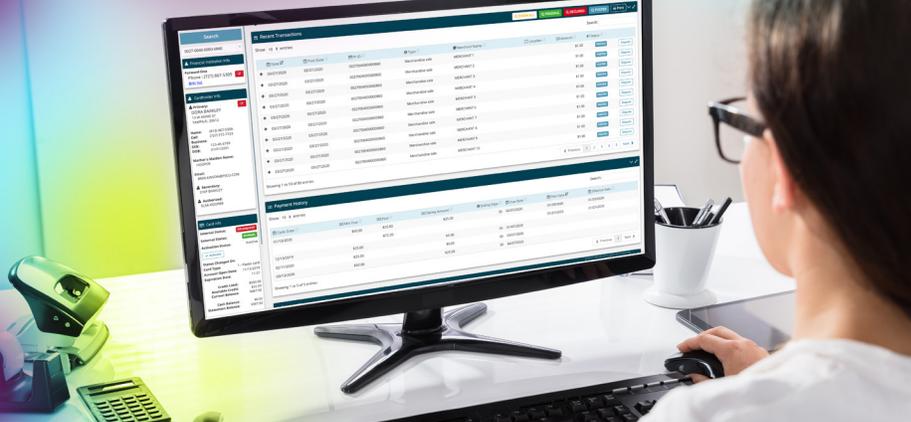# QuickAssist

Customer Service Challenges

As consumer demand for customer service evolves, financial institutions face new challenges to meet and exceed their cardholders' growing expectations.

Often financial institution personnel are overwhelmed with opening multiple systems to view the complete picture of the cardholder's account data.

The results are extended call times, delayed responses, and even callbacks, all of which are inconveniences to your cardholders and frustrating to your employees.

Delivering a Better Experience

PSCU recognizes these challenges and offers a solution to improve the speed and efficiency of the frontline and back-office staff serving cardholders' needs. With PSCU's QuickAssist solution, we've created a tool that allows easy access to real-time credit and debit card account data via single a sign-on and minimizes the need to reference multiple systems to resolve inquiries.

With QuickAssist, you can significantly reduce the time and effort spent on payment account inquiries. Most importantly, though, will be the positive impact on service quality and satisfaction.

Solution Summary

PSCU's QuickAssist provides frontline staff easy access to the most frequently needed information in a user-friendly web environment, resulting in better, faster service for cardholders and operational efficiencies leading to cost savings for your financial institution.

- *A web-based solution for employees to access credit and debit system information*

- *Shorter call times and enhanced one-call resolution*

- *More information at the Customer Service Representative's fingertips to resolve service requests*

- *Simple, intuitive user interface with widget design positions for easy personalization*

- *Positive impact on service quality and satisfaction*

- *Single sign-on available from most financial institution core systems*

Your Possibilities Delivered.®

User-directed Design Approach

Through onsite observation of financial institution staff serving cardholders, we gained insight into the challenges and opportunities to improve service at the front line. Next, we learned about the business and technical requirements and constraints. The extensive knowledge we gained created the foundation from which the QuickAssist solution took shape.

Look & Feel

QuickAssist has been designed with the end users in mind. The user interface is simple, responsive, and easy to use. Generic terms and common language make it easy for first-time users.

- Intuitive
- Little to no training needed
- Two clicks or fewer for most actionable items

Technology

Your technology team will have a single point of access to the applications, services, and information needed to easily integrate QuickAssist into your systems, or your staff can access QuickAssist through MemberConnect.

Available Functions

QuickAssist currently provides users with the ability to view and perform:

- Cardholder and Account User Maintenance
- Card Maintenance
- Account Maintenance
- Transaction Information
- Dispute Management
- Statement Information
- Rewards Information
- Promotion Details
- Payment Information and Management
- Lost/Stolen Card Reporting and Management

PSCU is constantly updating QuickAssist functionality to enhance both your employees' and cardholders' experiences.

Payments ▪ Risk Management ▪ Digital Banking ▪ Data Science and Analytics ▪ Loyalty
Mobile and Online Card Management ▪ Contact Center Services and Solutions
11.21   Strategic Consulting ▪ Cross-Channel Marketing Solutions ▪ Delinquency Management

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