

QuickAssist

Member Service Challenges

As consumer demand for customer service evolves, credit unions face new challenges to meet and exceed their members' growing expectations.

Does this sound like your credit union? When a credit union member calls in with a question, your staff must first look up their account on one system and then access a second system to view the member's account data.

Has your team ever complained about frequently needing to re-log in to other systems following a time-out? Or, not being able to get in because their passwords expired? Or, there are too many users on the system at one time?

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

Delivering a Better Member Experience

PSCU recognizes these challenges and offers a solution that will improve the speed and efficiency of frontline and back-office staff serving members' needs. With PSCU's new QuickAssist solution, we've created a tool that allows easy access to real-time data via single sign-on into the customer service screens your representatives routinely use.

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 members, and operational efficiencies leading to cost savings for your credit union.

- *Shorter call times and enhanced one-call resolution*
- *More information at the Member Service Representative's fingertips to resolve service requests*
- *80% of all routine inquiries and actions needed to serve cardholder needs can now be done via QuickAssist*
- *Simple, intuitive user interface*
- *Positive impact on member service quality and satisfaction*

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

User-directed Design Approach

Through onsite observation of credit union staff serving members, we gained insight into the challenges and opportunities to improve member 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

QuickAssist is the first service to be deployed on PSCU's newest technology platform using a widget approach and industry standards for web services. 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. QuickAssist is a solution to the operational challenges of accessing commonly used data from multiple sources into a single service point.

Available Functions

QuickAssist can be customized for each credit union to deliver the information your members need to know so your team has it at their fingertips. Additional information and functionality will be added over time. Initially, QuickAssist will include the following:

- Cardholder Information
- Card Information
- Card Activation
- Rewards
- Transactions
- Payments
- Balance Consolidation for Credit
- Statements Summary
- eStatements
- Report a Lost/Stolen Card
- Memos
- Card Maintenance
- Authorizations
- Declines
- Initiate a Dispute
- Role-Based Rules