

# QuickAssist

## Member Service Challenges

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

Often credit union personnel are overwhelmed with opening multiple systems to view the complete picture of the member's account data.

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

## 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 QuickAssist solution, we've created a tool that allows easy access to real-time data via single sign-on providing access to the information you and your staff need, all in one place.

With QuickAssist, you can significantly reduce the time and effort spent on payment account inquiries. Credit unions using QuickAssist have noted that the single sign-on capability has

## 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.*

- *A single-platform solution for employees to access credit and debit system information*
- *Shorter call times and enhanced one-call resolution*
- *More information at the Member Service Representative's fingertips to resolve service requests*
- *Simple, intuitive user interface with widget design positions for easy personalization*
- *Positive impact on member service quality and satisfaction*
- *Single sign-on available from most credit union core systems*

shaved off at least 36 seconds per member interaction. 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

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 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 consistently updating QuickAssist functionality to enhance both your employees' and members' experiences.