

Value Added Service: Contact Centre Services

Consumers are becoming increasingly sophisticated. They expect to have access to a customer service team that understands their issues and is empowered to help. They also expect to be able to reach you at a time of their choosing, not simply during office hours. The cost of providing this sort of service in-house can be prohibitive. Metavante can help.

Our contact centre service provides an integrated solution of call centre and Interactive Voice Response (IVR) to deliver an exceptional level of customer support and a secure and efficient process for your cardholders. Our call centre is staffed by experienced payments and processing personnel. Add in our IVR service, and your customers will have a market-leading contact centre solution.

Key features and benefits

- **Time and resource savings** – by using our contact centre team, you can focus on running your business knowing that your customers are receiving the best customer care and secure real-time services
- **Individual branding** – our bespoke service allows you to record your own IVR greeting message. Inbound calls to the call centre will be answered in your brand name, and you can define your own call centre scripts. Together we can create a unique service tailored to your specific needs
- **Convenience for your cardholders** – our IVR enables your cardholders to manage their cards easily and efficiently over the phone, at any time, day or night. The ability to retrieve a forgotten PIN in real-time allows continued access to available card funds and improves the profitability of your programme
- **Typical customer service enquires we handle through the IVR include**

- Card activation – ensuring your cards have reached their destination and are in the hands of the registered user
- PIN over IVR – providing your cardholders with their PIN securely through our IVR eliminates the need for costly PIN mailers, removes any issues regarding non-receipt and helps eliminate intercept fraud, since delivery of the card and PIN utilise different channels
- Balance enquiry – providing the current available balance on the card
- Transaction history – details for the last three financial transactions made on the card
- Transfer to customer services – diverts cardholders to our call centre

- **Outbound calling** – to activate new cards or renew expired ones
- **Returned mail management** – for handling undelivered card and PIN mailers
- **Monthly management reporting** – provides detailed statistics on your contact centre activity.

Functional overview

The following core functions are included in the integrated call centre service:

- **Availability** – standard call centre hours are 9 a.m. to 5 p.m. every working day, with optional 24x7 coverage. We also run an out-of-business-hours service for reporting lost and stolen cards. The IVR is available 24 hours a day.
- **Compliance** – fully regulated operations
- **Multi-language** – our call centre team covers over 130 languages.
- **Call Centre Aspect ACD**



Contact Centre Services

- skill set call routing
- call recording and monitoring
- call announcement – whisper
- call announcement – phone display
- continuous quality monitoring

Optional add-ons

The service can be tailored to fit the unique requirements of your own programme. The following additional services are available:

- **24x7 live call centre operator coverage**
- **Outbound calling** – you can take advantage of our outbound calling capabilities to run direct marketing campaigns with your customers to generate usage or reactivate dormant accounts
- **Integration to dispute management** – the contact centre can be linked into our fraud management service, Expert Monitoring System (EMS), to provide direct notification of disputed or fraudulent transactions
- **Dedicated teams** – you can choose to have a team of specialists dedicated to your account.

About Metavante Technologies

Metavante Technologies is a major financial technology provider and payments processor for financial institutions and merchants across Europe, the Middle East and Africa. Passionate about delivering excellence for our clients in prepaid and debit card technology, processing and management services, the team at Metavante drives innovation and development through their commitment and expertise.

Contact us

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