50% Reduction in Response Time to Depository Services Adjustments Requests

1 Customer

1. Top 20 Regional Bank's Check Services division

2 Business Situation

1. Customer requests: dispute cases for research & adjustments
2. 210 correspondence/ print templates leading to errors
3. Customer dissatisfaction due to 48+ hours turn time

3 Solutioning

1. SmarTrans assessment to streamline processes
2. Better queue management by creating specific queues for different tasks

4 Execution

1. Reduction of templates from 210 to 10
2. Automated selection of template to reduce errors
3. Correspondence generation completely automated for non-complex cases

5 Value Delivered

Enhanced customer satisfaction:

1. Turn time improved from 48 to 24 hours
2. Reduced errors in communication

Reduced cost:

1. Labor cost reduction (40% workforce reduction)
2. Reduced print costs as fewer templates in use

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