Quick Turn Time to Improve Customer Satisfaction Levels

1 Customer

A Top 20 U.S. Bank that issues both credit and debit cards

2 Business Situation

1. **High volume** due to application glitch
2. **Wrong info** update on customer profile
3. **Backlog** of customer service requests

3 Solutioning

1. Team of in-house SMEs leveraged to quickly transfer knowledge to cross train resources.
2. Process support from 2 different locations for BCP purposes

4 Execution

1. Shadow resourcing/ cross training methodology to ensure quick turnaround time
2. Worked round the clock to meet client requirement
3. Dedicated operations support staff
4. Independent QA team

5 Value Delivered

Improved customer satisfaction levels

1. All service requests completed within 8 hours (vs. 24 hour TAT expectation)
2. Cleared all backlogs

Accuracy levels consistently above SLAs (set at 98%)

Transactional pricing offered to handle volume fluctuations & scaling up/ down

*I wanted to extend our appreciation on the hard work the team put forth. It's nice to know we can count on your team to step in and help out when needed. This effort really created a better customer experience for all of our customers. Thanks again! - **Bankcard Servicing Manager, Assistant Vice President***

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