

Rethink Customer Service

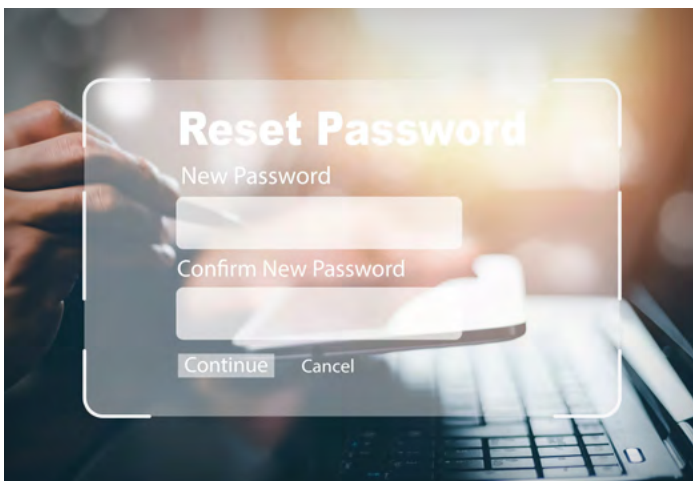
If your organization faces increased call volumes or staffing challenges, you don't have to tackle mounting customer service needs alone. CSI Call Center provides CSI's resources and expertise, so your customers get the attention they deserve, even outside regular operating hours. With this outsourced solution for NuPoint customers, our call center experts act as a first touchpoint for your institution, addressing immediate customer needs and giving you the details to better address more complex issues.



Fintexperts® by Your Customers' Sides

Sometimes you can't get to everyone promptly. Fortunately, the CSI Call Center enables you to maintain a consistently high standard of service by using CSI's Fintexperts® to respond to customer calls on your behalf. By partnering with CSI, you can:

- **Respond to Higher Call Volumes**
Fewer person-to-person interactions can drive an increase in call volumes. CSI Call Center can help you quickly manage this industry-wide shift and accommodate higher call volumes without bringing on additional staff or deploying automated responses.
- **Expect Subject Matter Expertise**
Our Fintexperts understand your operations, as well as industry and technology topics like digital banking, payments and personal banking. You can trust they'll solve customer issues on your behalf or give you the tools to do so, using their depth of knowledge and service-first mindset.
- **Accurately Learn What Your Customers Need**
Our CRM contact workflow ensures accurate transcriptions and reporting for all customer contact. If your customers' concerns remain unresolved after speaking with the CSI Call Center, our knowledgeable personnel will equip you with detailed documentation to step in.





How Can CSI Call Center Help?

GENERAL BANKING (NUPOINT)	DIGITAL BANKING	CARD PAYMENTS
<ul style="list-style-type: none">• Give balance and account activity information• Provide loan due date and payment amount• Restrict account for possible fraud• Assist customers with CenterVoice	<ul style="list-style-type: none">• Enrollment and login help• Password reset• FAQs and general navigation• Money movement• Mobile deposit• Cash management• Card management• Statements and alerts• Chat	<ul style="list-style-type: none">• Research approved and denied transactions• Advise on PIN reset• Turn card on/off• Text/Email alerts• Assist in reporting lost/stolen cards or fraud to Card Sentry

Choose the Level of Support You Need: After Hours Daytime Hours Fully Outsourced

For more information about CSI Call Center, contact your CSI Relationship Manager today!

