CUSTOMER SUPPORT
SERVICES

PAYMENTS | BANKING

Improve Customer Experience | Reduce Cost-to-Serve Expenses | Acquire Actionable Cardholder Insights

i2c offers a comprehensive, turn-key, global customer service solution managed to your service level requirements and optimized to reduce overall support costs. With nearly two decades of experience in managing global Customer Care operations, i2c continually invests in the core areas that directly improve your customer experience. Our multi-channel, integrated offering ensures a comprehensive 24x7x365 customer service solution across three global call centers.

i2c Produces Tangible Results

38%
Reduced service cost per active, loaded card for a major financial services brand

30%
Reduced abandon rate for a large telecom provider

32%
Reduced IVR to call conversion rate for a financial services company

Key Features

- Brandable customer self-service options include cardholder web portal, mobile app, and FAQs

- Live agent support with hundreds of i2c full-time agents, IVR with Automatic Call Distribution (ACD), text messaging, and outbound calling

- Staffing support for 6 native languages with the ability to easily scale to any spoken language

- 5 consecutive years of 100% achievement in SLAs

- Two levels of fraud service: Customer support for fraud updates; Agent fraud monitoring and dispute/chargeback lifecycle management

- Over 1300 hours spent annually on comprehensive training, monitoring, and ongoing certification programs

- 100% of calls are recorded and stored for coaching and training

Key Benefits

Reduce Average Service Time (AST)

- Agent screens that are integrated with core systems auto-populate cardholder information before the caller reaches a Client Service Representative (CSR)

- Highly experienced and trained Live Agent team with a 5-year attrition rate of less than 5%

Increase First Call Resolution Rate

- CSR experience, knowledge, and ongoing training ensures optimal first call resolution rate

Reduce Abandon Rate

- ACD (Automatic Call Distribution) system technology enables real-time traffic management across 3 global centers

- Operate at reduced resource capacity to accommodate spikes in call volume

- Use of client-specific queues allows for optimal resource allocation and scheduling

Reduce IVR to Call Center Conversion Rate

- Call tracing tool identifies areas to optimize call flow, reducing transfers

- CSR call data is tracked and regularly analyzed to identify opportunities to reduce transfers

World Class
Support for Optimal

First Call
Resolution

Chargeback
Win Rate

Service Level
Agreement