

Contact Center

Elevate the customer experience

Today's consumers expect a personalized approach to every service interaction. With demands varying by market, demographics and products, meeting their needs can be challenging. Employing an omni-channel, multi-lingual customer support team is key to consistently delivering a best-in-class experience.

Leverage technology for quality and compliance

Our customer service representatives (CSRs) are carefully selected and rigorously trained to deliver elevated customer experiences. With operating centers located in the United States (Omaha, NE; San Antonio, TX), Canada (Montreal) and Pakistan (Lahore), we offer a global reach and support for over 216+ countries and territories.

Key Benefits

- Personalized 24/7 live agent support when and where you need it
- Deliver a best-in-class service experience that fits your needs and scales as your business grows
- Enhance the accountholder experience, your brand image and service capabilities while minimizing costs
- Provide high call quality by relying on planning and quality assurance tools
- Gain access to the latest tools, data, analytics, and technology
- Ensure compliance and expand quality assurance with natural language processing (NLP) that converts compliance-related calls to text for further analysis



Win your customers' trust and loyalty

90%

IVR containment rate

92%

first call resolution

With nearly two decades of experience managing customer care operations, we take the complexity out of building an in-house system for your banking and payment programs. We have operational maturity and are committed to optimizing the customer experience through continuous investment and innovation.

Our team provides call script templates, comprehensive training, and seamless implementation to get you started quickly.



Implement a hassle-free and cost-effective solution

Your customers are important. That's why our call center management team uses planning and quality assurance tools to monitor calls for quality and adherence to procedures and regulations. Advanced NLP technology makes thorough transcription and deep call analysis possible.

We work closely with you to develop processes so that calls requiring escalation can be handled by our team or transferred to your organization.

We only bill for the time our staff are on the phone servicing your accountholders (per minute). We also provide flexible options to integrate our interactive voice response (IVR) solution with our live agent portal tool, allowing for customized flows and messages and lower costs.

Key Features:

- Live customer support with hundreds of experienced, full-time agents
- Proprietary, integrated IVR system with automatic call distribution (ACD), text messaging and outbound calling
- Support for five native languages (English, Spanish, French, Urdu and Portuguese) and the ability to easily scale to any language
- Reduce average service time (AST) with auto-populated cardholder information on agent screens
- Record and store 100% of calls for future access and ongoing coaching and training
- Customer-branded, self-service options include cardholder web portal, mobile app and FAQs
- Ongoing certification programs and comprehensive training

Deepen customer relationships at every touchpoint



Meet the needs of both your business and customers with our omni-channel customer service solution, offering everything from web and email support to intelligent IVR and live agent support. We ensure a personalized experience from the first interaction to final resolution. Robust call routing allows you to prioritize calls efficiently and direct calls to specialized CSRs, if needed.

Easily onboard your unique program



Your business has unique needs, and we provide a customized approach to meet those requirements. An account manager is assigned to capture your business goals, objectives, and differentiators in order to develop program-specific process flows, call scripts and escalation procedures. It doesn't stop there –your program is continually optimized with ongoing CSR training and 360-degree feedback improves the customer experience. Our ability to provide excellent customer service is demonstrated through a service level agreement (SLA).

Simplify the customer experience



Our fully managed, state-of-the-art IVR delivers a personalized customer experience. Reinforce your brand with customized menu options and messaging in any language.

Self-service at your fingertips



Access call data and recordings through a self-service admin portal. Review everything from time stamp, caller ID and card reference number to cardholder name and more right on the call inquiry screen.

Smart analytics and reporting keep you well-informed



We share data to proactively address areas that need optimization. With detailed monthly reporting and calibration efforts, we collaborate to identify your customers' pain points, respond quickly, and enhance your program's performance.

Data security you can count on



Our call centers operate in a 'white space' environment to protect sensitive data. Call center personnel receive security training and sign an agreement acknowledging they will protect cardholder data in compliance with PCI DSS and other regulatory and legal requirements. Card data is protected with encryption, two-factor authentication, and top-rated security software. Call centers require badge access, have surveillance equipment and record calls to ensure all data is secure.

Ready to get started? Email us today at
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