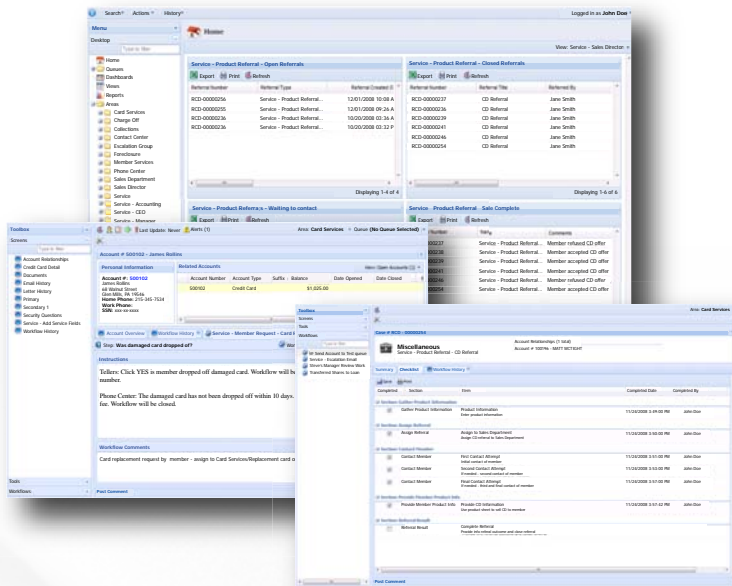


SOLUTION.SALES & SERVICE

SOLUTION.SALES & SERVICE is a member servicing solution, powered by the Akcelerant Framework. Implementing workflow and creating best practices to handle issues and service requests will have a dramatic impact on efficiency and also reduce risk of error in the member service environment. Contact and service workflow management is becoming a must have in the credit union industry in order to guarantee efficient and effective service; a cornerstone of your strategy to attract, retain, and grow membership!



KEY FEATURES

Service Workflow Management

- Create service workflows for member requests generated internally via call center, email, walk-in, and more.
- Use service workflows and task lists to ensure accuracy, increase productivity, and improve member experience.

Best Practice Management

- Manage service proactively, not reactively.
- Reduce overall training costs.
- Improve consistency across all points of member service.
- Ensure that members get the best service in the most efficient manner through the use of real-time reporting and monitoring.

Resource Management

- Manage workloads and monitor progress across all member service representatives.
- Measure service effectiveness and quality through visibility into how issues are handled.
- View service workflow history and analyze trends.

System & Department Integration

- SOLUTION.SALES & SERVICE integrates to your host system and other third party providers to allow member service representatives to work on one integrated platform.
- Workflows and queues route tasks into other departments and set parameters for completion to ensure process control and timeliness.

MORE INFORMATION

To learn more about SOLUTION.SALES & SERVICE and other leading-edge software solutions for financial institutions, contact Akcelerant today at 610.232.2806 or visit www.akcelerant.com.