

Xtend Contact Center

connects with more members, more often.



About

When members call, we pick up the phone. We're a full-service call center, with highly-trained staff capable of handling large call volumes.

We act as a direct extension to your credit union, with flexible plans and customization options, and we offer outbound call solutions to help promote your services directly to your members.

"If you had time & unlimited staff at your disposal, what would you expect to accomplish?"

Featured Products & Services



Branch XT Inbound Calls

Inbound member service. Our Member Service Representatives support members, following your specifically-defined rules of engagement. Can include overflow calls, after-hours calls, and other options.



Web Chat

Digital member support located within It's Me 247 and/or on your website directly connects members to our Contact Center Representatives. Helps members resolve issues quicker, boosting member satisfaction.



Branch ST Outbound Calls

Outbound calls made to targeted members. Helps promote your services, offer self-service assistance, deliver loan offers, welcome your new members, make followup calls, and much more!

All Xtend Contact Center Products & Services

Branch ST Outbound Calls

Outbound engagements to generate feedback, promote self-services, and build relationships.

Branch ST Self-Service

Weekly call lists for your outbound campaigns.

Branch XT Inbound Calls

Service that mirrors your current in-branch processes, to support overflow calls, after-hours calls, and more

Web Chat

Member service representatives use online chat to resolve member inquiries.

CU*BASE Conversion Support- Inbound

Post-conversion inbound member support.

CU*BASE Conversion Support- Outbound

Pre-conversion outbound member call campaign.

Disaster Recovery Support

Top-notch inbound member service for significant branch outages.

Core Direct (Lending)

Inbound lending support feeding directing into your CU*BASE Loan Queue

Hours

Xtend Contact Center is available **8am - 8pm on weekdays** and **8am - 5pm on Saturdays**.

Extended hours (8pm - 11pm on weekdays) are also available for some products.

Available hours may vary by product.

All times are Eastern.

Interested? Visit us online at Xtendcu.com, call us at 1-866-981-4983, or send us an email at info@xtendcu.com.