

# Support your members online with **Web Chat**.

## What is it?

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**Web Chat** adds chatboxes to your website and/or online banking pages, allowing members to directly message Contact Center Representatives for support.



## What are the benefits?

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### Availability

Web chat allows your credit union to effectively open earlier, stay open longer, and be available on Saturdays.

### Promotion

Our agents use their expertise to help members find relevant information, offers, and products listed online. This helps to prevent application abandonment.

### Direct assistance

Members can get immediate help with issues without having to make a phone call. If members require advanced authentication support, representatives call them directly.

### Self-sufficiency

As members become more accustomed to using online services like online banking, they'll rely less on your support, leading to a decrease in costs.

### Available hours

Web Chat is available 8am – 11pm on weekdays, and 8am-5pm on Saturdays.

### Assistance

Representatives have your policies at hand and can assist with:

- Balance inquiries
- A2A transfers
- Stop payments
- Lost/stolen cards
- And more!

**Interested?** Visit [xtendcu.com/contact-center](https://xtendcu.com/contact-center) to learn more about our offerings!