

**Xtend**

Xtension Contact Center

Inbound Support

Establishing on-going relationships with your members is what your business is all about. Is your inbound telephone support building your brand and positioning your credit union in today's competitive marketplace? Put the Xtension Contact Center to work for you! Partnering with the Xtension Contact Center provides effective support for your growing list of electronic services.

BENEFITS TO PARTNERING WITH THE XTEND CONTACT CENTER:

"Xtend" your hours — Xtension Contact Center is available 8 AM to 8 PM Monday through Friday and Saturday 8 AM to 5 PM EST

We operate to service overflow, after hours, Saturdays only or as your fully-resourced call center

Our representatives answer calls as an employee of your credit union. As representatives of your institution, our policies and procedures are determined by you!

Agents are trained to STOP-LOOK-LISTEN — our proprietary system ensures complete understanding and fulfillment of current needs and to identify future needs