

Tier One Premium Support

Tier One Premium Support is the first level of customer service provided to end users of Digital Insight's Online Banking and Bill Payment products.

Enjoy the benefits of Digital Insight's contact center and product knowledge expertise without ever incurring high infrastructure costs.

Our contact centers are staffed with representatives who receive in-depth training on your Online Banking solution. Your financial institution can select support options with coverage up to 24 hours a day, 365 days a year. Your customer satisfaction rates will increase when your end users receive accurate and immediate responses to their inquiries, at their convenience. Digital Insight's Tier One Support solutions provide high quality without the high cost.

Financial Institution Benefits

Reduces your support infrastructure costs so you can focus on product growth and cross-selling opportunities.

Increases end-user loyalty and satisfaction by providing the registration and navigation support they require.

Improves retention of first-time Online Banking users by providing assistance with Bill Payment setup.

Maintains your quality of service with recurring representative training and performance monitoring.

Customer Benefits

Increases end-user convenience, as their questions are answered at any time without requiring a branch visit.

Meets end-user service expectations with highly trained support teams that represent your financial institution.

Tier One Support is available with the following product options:

- Tier One Online Banking and Bill Payment Support
- Tier One Online Banking Support
- CheckFree Bill Pay Support

Features

A dedicated toll-free number that dials directly to service representatives in our contact centers.

Computer/Telephony integration system that tells us when your end user is calling and enables a customized greeting.

Expert representatives that support Online Banking inquiries, such as navigation questions and password resets.

Professional assistance provided for Bill Payment registration, payment research and general product usage questions.

Utilizes the highest level of voice and technology integration in the industry, with redundant long distance and local carriers.

Banks and credit unions turn to Digital Insight for innovative online and mobile banking that drives growth. For nearly 20 years, our leading solutions have helped financial institutions engage more meaningfully and more profitably.

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