



Contact Center Solution for COVID-19 Loan Administration



Lending institutions need state-of-the-art contact center capabilities to manage call volumes and inquiries from small businesses seeking information on the status of COVID-19 relief.

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Claro talkdesk
Enterprise Solutions

● **Challenge**

Financial institutions are scrambling to process a high volume of loan applications from small businesses seeking COVID-19 relief funds. With confusion around eligibility standards, and given the urgency of the situation, lenders have been besieged by inquiries on the status of applications. To compound the challenge, many inquiries require accessing customer records and prior interactions. In many cases, customer service organizations haven't been able to keep pace with the unprecedented call volumes. As a result, consumers endure long wait times, lack of answers and a frustrating experience. In this stressful environment, negative impressions will surely be lasting.

● **Solution**

Through our partnership with Talkdesk, we are helping financial institutions offer small businesses seeking financial relief a faster, smoother and more transparent experience. [Talkdesk's Cloud-based contact center solution](#) integrates best-in-class tools and applies optimized workflow and quality management processes. Capabilities that include application segmentation and prioritization, as well as 360-degree views of borrower activity, enable faster resolution to inquiries and provide borrowers with full transparency into loan status. Mobile functionality ensures anytime, anywhere access to information.

As a value-added reseller, Claro Enterprise Solutions enables easy integration with a wide range of out-of-the-box and custom applications in the customer's environment. Additional benefits include advanced functionalities such as Workforce Management, Quality Management, Voice and Screen Recording, along with compliance with PCI industry standards. A Global Network Operation Center with dedicated incident and service managers delivers 24x7x365 coverage for customer support.

Benefits

Our solution offers lenders a better way to manage the loan administration process, communicate with businesses seeking relief funds and deliver a more effective, efficient and positive experience. Specific benefits include:

- > Data integration provides agents with insight into applicant records and real-time access to loan status.
- > Manage high call volumes as well as spikes to support a convenient and seamless experience.
- > Call center functionality plugs seamlessly into a wide range of standard and customized customer applications.
- > Advanced management and quality functionalities are fully compliant with PCI industry standards.
- > A Global Network Operation Center with dedicated incident and service managers delivers 24x7x365 coverage for customer support.

Call-outs

1. "Lending institutions are scrambling to help small businesses secure COVID-19 relief funds."
2. "Advanced management and quality functionalities are fully compliant with PCI industry standards."
3. "A better way to manage the loan administration process and deliver a more positive experience."