

# Help more members with Branch XT Inbound Calls.

## What is it?

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**Branch XT** is inbound member phone service. Our Member Service Representatives support members, following your specific Rules of Engagement. Can include overflow calls, after-hours calls, and more.



## What are the benefits?

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### Flexible support

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

### Seamless integration

Our representatives answer calls as employees of your credit union. We use CU\*BASE to directly assist members, using your procedures to handle calls to your specifications.

### Customizable Rules of Engagement

We work with each client to create their ROE, which defines what types of services we can provide and how.

### Support training

Agents are trained to "Stop, Look & Listen," our proprietary system that ensures understanding, fulfillment of current needs, and the identification of future needs.

### Available hours

Branch XT is available 8am – 8pm on weekdays and 8am – 5pm on Saturdays.

Extended hours (8pm – 11pm on weekdays) can also be purchased for an additional monthly fee.

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

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