

## SERVICES

### Industry Best Practices

Quavo's experienced fraud and disputes experts deliver customized solutions and recommendations tailored for your organization's specific goals. We advise you on how to:

- Build and organize a team
- Develop and train your team
- Manage your team
- Define and develop your business process
- Create workflows
- Identify priority items

### Fraud & Disputes

- Operational Assessment
- Fraud and Disputes: Technology Assessment

### Review, Evaluate, & Recommend Technology

- Custom built workflows and platforms
- Case management tools
- Fraud and disputes tools
- Integrations and services

### Building a Business Case

Our seasoned industry professionals work with your team, your vision, and your initiatives to build a customized business case that delivers on increased ROI and reduced risk.

### Smart Disputes Experts

Our Fraud and Disputes experts leverage industry and Pega Smart Dispute experience to deliver rapid results for a fraction of the cost.

### Operational Excellence Experts

→ Best Practices for Self-Service

- Risk vs. Reward

→ Resource management

- Training
- Hiring

→ Contact Center

- Reduction of resources increase in automation. The why and how.
- Account Holder Experience
- Process and workflows for success

→ Multi-Channel Account Holder Experience

- Intake
- How to deploy
- Account Holder and User adoption

## FOR MORE INFORMATION

Email our sales experts at [sales@quavo.com](mailto:sales@quavo.com) or visit us online at [Quavo.com](http://Quavo.com). We're happy to help!