OVERVIEW

Quavo® product releases are driven by industry, user experience, core processors, and regulatory-mandated updates. We categorize product releases into two groups: functionality and capability. New functionalities are automatically applied to QFD's software, while new capabilities can be added upon client request.

FEATURED FUNCTIONALITY UPDATES

- Automated Credit Bureau maintenance was added to QFD's functionality after several clients requested adding the feature.

- Improved QFD's intake questionnaire flow, making it more intuitive to strategically direct user behavior for successful case resolution.

- Enhanced the claim reclassification workflow to automatically execute fraud maintenance after a non-fraud dispute reason is reclassified to a fraud dispute reason.
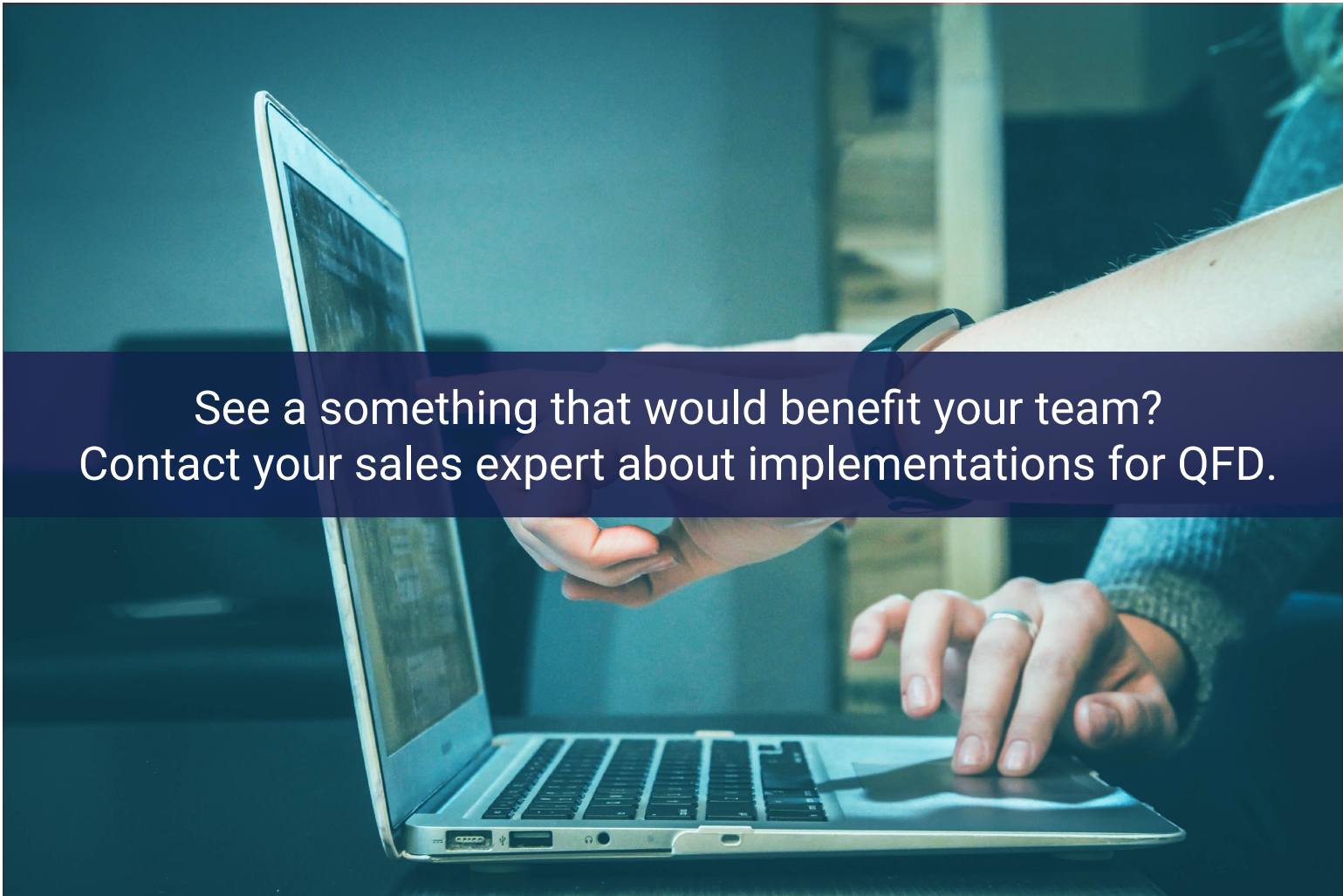
FEATURED CAPABILITY UPDATES

- The July QFD product release includes a Jack Henry SymExchange capability that features production readiness refinements for accounting data, transaction data, and block card. Consequently, QFD software can now be applied straight "out or the box" for Jack Henry clients.

- Added Ethoca for First Tech so that their users can send a chargeback to Ethoca rather than through MasterCard Mastercom. First Tech was the first QFD client to implement Ethoca capabilities into their QFD software.

  MasterCard is starting to mandate that agents send chargebacks to Ethoca and Quavo is anticipating that this will become their new standard. To meet this change, Ethoca integration with QFD is now available upon client request.

- Added Business Intelligence Exchange (BIX) integration after a premier banking client requested the capability. Two other Quavo clients have since implemented BIX with their QFD program.

- Added a new credit bureau maintenance feature that helps maintain the customer's credit rating by creating a clear delinquency flow for condition code, delinquency, and high balance reporting.

- Ability to change the system of record during the intake process.

Type	Update	Description
Administration	Allow User Admin to Force Password Change	Enhanced administrator privileges to force user password change
Agent Experience	Cancel Recovery Option for Submit Chargeback Failed	Improved workflow navigation for back office team
Agent Experience	Update Claim Reason Header Verbiage	Improved intake questionnaire flow to make it more intuitive and drive appropriate user behaviors
	Update Card Fraud Dispute Reason Header Verbiage	
	Update Card Fraud Account Issue Dispute Reason Header Verbiage	
	Update Card Fraud Dispute Reason Header Verbiage	
	Update Card Claim Reason Header Verbiage	
	Update Account Claim Reason Header Verbiage	
Agent	Update Contact Info Validation Questionnaire	Improved intake questionnaire flow to make it more intuitive and drive appropriate user behaviors
Credit Card	Fraud Maintenance on Reclassified Claim	Enhanced the claim reclassification workflow to automatically executed fraud maintenance when reclassified to fraud
MasterCard	Cancel Case Filing and Case Escalation Action	Improved workflow navigation for back office users
MasterCard	Display No-Show Quoted Amount in Dispute Form	Increased recovery for cardholder disputes by enhancing intake interview details for cardholder disputes
MasterCard	Recovery Option Validation Rules - 4808 - Expired Chargeback Protection Period	Added automatic validation rules to determine when dispute rights exist
MasterCard	Recovery Option Validation Rules - 4808 - Required Authorization Not Obtained	Added automatic validation rules to determine when dispute rights exist
MasterCard	Dispute Recall User Instructions	Enhanced MasterCard recovery flow to include step by step instructions for completing tasks in Mastercom user portal, where applicable
MasterCard	Dispute Recall Service Call	Enhanced recovery flow to support chargeback recalls
Pinned Networks	Dispute Recall Flow	Enhanced recovery flow to support chargeback recalls
Recovery	Client Info By Type Update	Enhanced default logic when data is missing
Recovery	Skip Merchant Collaboration on Deny	Update to merchant collaboration automation
Recovery	Partial Merchant Credit	Added partial merchant credit processing
Recovery	Make Merchant Credit Check More Flexible	Improved merchant credit check to include the ability to allow criteria specialization
Reg Z	Enhance Reg Z Calculation	Improved regulatory date controls for clients with limited data
Reporting	Manual Transactions Report	New Report
Reporting	Turn On Entries Pending Batch Execution	New Report

Type	Update	Description
Stability	Make Default Correspondence Configurable When Email Not Available	Improved default correspondence channel logic to account for missing customer data
UI/UX	Enhance Transaction Selection	Improved design view for enhanced user experience
UI/UX	Mashup Case Creation Confirmation Close Button	Improved channel awareness to limit options accordingly
Visa	Chargeback Review Extension	Increased MasterCard and Visa chargeback review permissions
Visa	Visa Recall Action	Enhanced recovery flow to support chargeback recalls
Visa	Cancel Visa Recovery	Improved workflow navigation for back office users
Work Routing	Enhance System Work Queues	Improved organization of work queues

See a something that would benefit your team?
Contact your sales expert about implementations for QFD.

Type	Update	Description
Accounting	External Accounting ID	Enhanced recording for external accounting system integration
Accounting	Interest Calculation Manual Screen	Enhanced the functionality for interest calculation
Accounting	Interest Accounting	Additional functionality to support interest calculation for refunds
Client Request	Create BIX Extract	BIX Business Intelligence Exchange reporting
Credit Bureau	Make Credit Reporting Code Manual Path	New credit bureau maintenance features to maintain credit condition code reporting, delinquency reporting and high balance reporting
	Create Clear Delinquency Flow	
	Get Credit Reporting Code Activity	
	Initiation Credit Bureau Maintenance	
	Reassertion Credit Bureau Maintenance	
First Data	Accounting Case Events	Added additional accounting adjustment tracking for external systems for FDR's ODS
Intake	Make Suspect Info and Police Report Info Configurable	New extensions to able additional investigation questions for fraud
Jack Henry Clients	Full support for Jack Henry SymExchange	Refinement for Jack Henry clients, added accounting data, transaction data, and block card integration
Manual Options	Manual Email Assignments	Enhanced workflow to support email communications for clients that do not have a dedicated email service
MasterCard	No Manual Chargeback Processing When Automation Enabled	Recovery automation
UI/UX	Add Configuration Option for Transaction Search with Paging	Improved user experience when navigating large result sets
UI/UX	Update Summary Contact and change Contact Info Change Message	User feedback for intake updates
Visa	2nd Operation Accounting for Visa Allocation Recovery	Added support for using the fraud card for suspense accounting

Have more questions about QFD?

Contact your Quavo sales expert and we'll be sure to get you the right answers.

@quavoinc   sales@quavo.com

@quavosolutions   /quavo