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 the QFD™ platform, while new capabilities can be added upon client request. As no association chargeback mandates from Visa® or Mastercard® were released in October, these updates are simply user and core processor-driven enhancements.

MAJOR UPDATES

SPANISH LANGUAGE OPTION QFD is now available in Spanish for the front office agents, as well as for the self-service intake portal.

- Customer profile language of preference option

- Change/pair an English or Spanish option

- Automated emails and letters are translated automatically depending on account holder selection

INTAKE PROCESS ENHANCEMENTS These feature user interface improvements to the styling and consistency of the intake questionnaire.

- For all questionnaire inputs, agents can now choose to flag inputs as "internal" under the New Style format option

We also updated the stage progress bar that's displayed during intake process, improving the look and allowing for custom skinning. The new bar is built to support a screen flow rule that allows agents to bundle tasks under each stage of the dispute process (i.e. Identify Account, Determine Reason, Collect the Details, Summarize the Claim). This is a direct replacement of the image-driven circle and line stage progression bar and an optional alternative to the default chevron stage progression bar. To customize stage tasks:

1. Go to 'Process' and click 'Case Screen Flow'

2. Enter a screen flow to begin configuring the rules (tasks for each screen flow are auto-detected for easy selection)

NEW FISERV API INTEGRATION QFD seamlessly exchanges data with the Fiserv core banking platform. Quavo developers update the QFD platform as new APIs are released, so clients have the latest and greatest data exchange technology – without needing an internal IT team. Our experts handle everything.

CLOUD-BASED OFFERING Quavo partnered with Pega, Inc. to offer QFD as a cloud-based software solution for financial institutions of all sizes, no matter their core banking system. Furthermore, this cloud-offering eliminates lengthy and costly implementation, making the QFD platform a turnkey solution for dispute management.

MAJOR UPDATES

EVENT RECORDING QFD now offers step-by-step notes for each investigation, something investigators and auditors prefer to see. This helps you track fraud rings or tag disputes with notes regarding widespread events such as environmental disasters, civil unrest, etc.

MAPPED CASE PROGRESS ALERTS QFD now features mapped case progress alerts (i.e. a "Provisional Credit Granted" message) upon investigator review.

ADMINISTRATION Past versions of QFD are now available in the user portal for easy navigation. Simply click "operations" and select the "about this application" tab.

NEW CLAIMS REPORT This is an enhancement to the contact info validation.

REASSERTION Updated reassertion questionnaire to collect a reason for the request to allow for provisional credit to be granted when a claim is reasserted

MULTI-ADDRESS Added an extension to make the "This channel is disabled. Please contact..." Text modifiable for clients that need multi-address validation. Furthermore, the "Address Not Modifiable" is now an optional product extension. This allows clients to customize the text/messaging associated with the multi-address validation screen

MERCHANT COLLABORATION Added an optional extension to allow merchant collaboration to be skipped when the claim decision is auto pay. (Before, the client would always want immediate evaluation, and not wait for the merchant collaboration portion of the process.)

- "Should Skip for Merchant Collaboration Extension" is now OPTIONAL and is off by default.

- This can be turned on during specific implementations if the case is not awaiting merchant collaboration in order to be resolved

ALL UPDATES

Labels	Category	Release Detail	Implementation Detail
Tech	Compatibility	Technical item only. See implementation note.	Re-validate and Save Rule QVO Customer Content instances.
Event Recording	Enhancement	Added a dispute-level extension for calling a client service at dispute resolution.	If you need to do something at dispute resolution, you can enable the Apply Case Even Precondition. This will spin off an account maintenance item with a type of Dispute Resolution. You will still need to configure the data instance level preconditions and automation activity accordingly.
Administration	Enhancement	Added version information to the user portal. To view the current application version, click on your operator and select "About this application".	
Reassertion	Enhancement		
Reporting	Enhancement	Organized reports into intuitive categories and applied consistent formatting, filtering, column labels and load/export settings across all reports.	Multiple extensions modified.
Reporting	Enhancement	Added a new "Claims" report that provides general claim details for all claims. By default displays active claims created in the last 30 days.	
Multi-Address	Enhancement	Added an extension to make the "This channel is disabled. Please contact.." text modifiable for clients that use multi-address validation.	Address Not Modifiable is now an optional product extension to allow the client to customize the text associated with the multi-address validation screen.
UI	Enhancement	Enhanced the Reassertion flow to communicate provisional credit in the reassertion confirmation letter, instead of sending an additional PC letter.	
Reassertion	Enhancement	Updated the reassertion request questionnaire to collect a reason for the request and any new information that is available.	
Manual Accounting Entry	Enhancement	Added feedback to the manual accounting entry tool to make it clear to the user that the entry was processed.	
Fiserv	Compatibility	Added support for Fiserv API integration.	
Jack Henry	Compatibility	Updated Jack Henry service extension to allow for custom accounting integration for credit cards.	

ALL UPDATES

Labels	Category	Release Detail	Implementation Detail
Merchant Collaboration	Enhancement	Added an optional extension to allow merchant collaboration to be skipped when the claim decision is auto pay.	
Merchant Collaboration	Enhancement	Added the ability to turn off the Stop Payment Questionnaire for an ACH revoked claim.	
ACH	Enhancement	Updated the ACH Unauthorized questionnaire to include the question "Do you have any additional details to provide about this dispute?"	
Correspondence	Enhancement	Added the ability for users to attach documents during intake.	
UI	Enhancement	General enhancements to improve the styling and consistency of questionnaire components.	
UI	Enhancement	General enhancements to improve the styling and consistency of questionnaire components.	For all questionnaire inputs, you can now choose to flag them as 'internal' only using the new Style Format option. This will hide the input from customers while presenting it to employees.
UI	Enhancement	General enhancements to improve the styling and consistency of questionnaire components.	When adding a display label (Nothing), the Style Format now offers the ability to create three new visual classifications: captions, notifications, and warnings. Though functionally identical, these visual treatments allow us to communicate more clearly.
Reporting	Enhancement	Added a new Accounting Collection Summary report that displays the current balance in each accounting collection.	
UI	Enhancement	Updated questionnaires to use consistent styling elements that make navigation easier and can be customized by clients.	

ALL UPDATES

Labels	Category	Release Detail	Implementation Detail
UI	Enhancement	Enhanced the stage progress indicator displayed in intake to improve the look and allow for custom skinning.	This tool is built to support a screen flow rule by allowing you to bundle tasks under stage-like nodes. It is a direct replacement for the image-driven circle & line steps previously found in QFD and an optional alternative to the default chevrons. 1. Under 'Process' you can now find Case Screen Flow. 2. Provide a screen flow to begin configuring the rule. Tasks for the given screen flow are auto-detected for easy selection. 3 . Display is accomplished with the Case Screen Flow Nodes section. 3a. Define the page context as D_CaseScreenFlow passing in the name of your new Case Screen Flow rule. 4. For a living example, check the claims Screen Flow Tabs section. **Note**: While the number of nodes is flexible, the display will not handle a large number gracefully, so try to keep it simple.
Fiserv	Compatibility	Added support for Fiserv API integration.	
Fiserv	Compatibility	Added support for Fiserv Lost/Stolen API integration.	
Fiserv	Compatibility	Added support for Fiserv Accounting API integration.	
Fiserv	Compatibility	Added support for Fiserv Authorization API integration.	
Fiserv	Compatibility	Added support for Fiserv Transaction API integration.	
Fiserv	Compatibility	Added support for Fiserv Customer API integration.	

Have more questions about the QFD™ platform?

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

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