

ABOUT

Quavo's QFD automated dispute management software is a best-in-breed cloud-based solution and the only platform that requires minimal to no configuration or customization from an issuer.

QFD is built on a premise that the same simple workflow geared toward meaningful automation and consistent, reliable processing is reusable across all products and case types. This advanced concept allows issuers to reduce expenses and losses while increasing customer satisfaction and maintaining industry compliance.



FEATURE	BENEFIT
Automated workflow process	Reduces an agent's average processing time by 5 min per dispute and prevents human error
Adjusts to increases in case volume	No additional agents needed
Automatic updates with SLA regulatory mandates, setting time-sensitive rules	Prevents compliance violations
Mobile and online banking integration	Increased user accessibility and convenience
Strategic user questions to meet Reg E and Reg Z compliance	Prevents missing case information and callbacks
Built-in association rules and network flows	Allows agents to easily track case status and details
Integration with Core System, Veri, Ethoca and more	Eliminates manual verification process with associations
Supports all fraud and dispute types - from recovery to resolution	No case will go unsupported or unresolved
Full-channel support for call centers and branch offices	Allows for an intuitive case intake flow for employees with any skill level
General ledger accounting function	Tracks where money is, at any step of the process

QFD™ Automated Dispute Management Software

IMPROVE ACCOUNT HOLDER EXPERIENCE

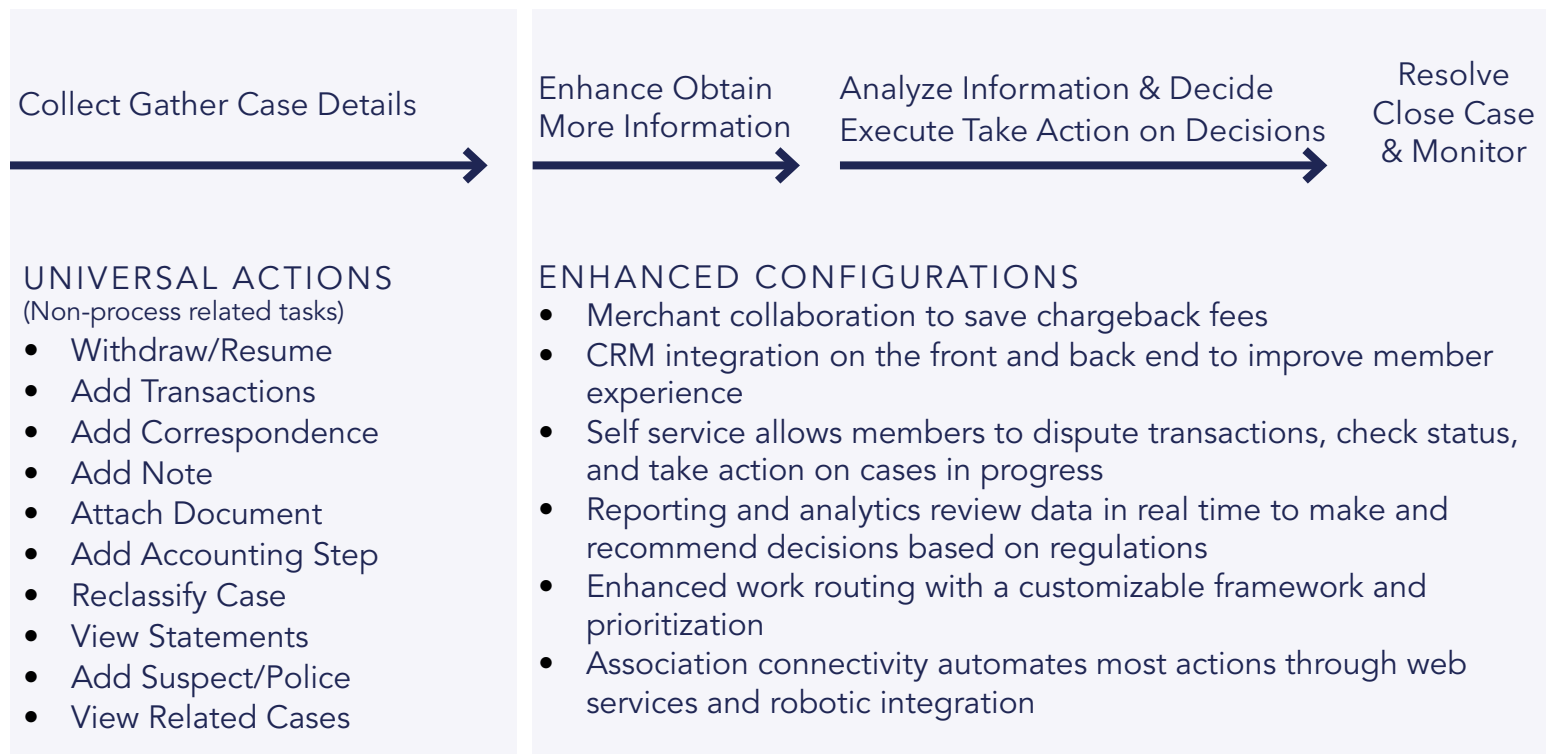
Fraud and disputes are moments that matter in the life of your account holder. QFD offers online filing, status and communication so they can easily stay informed and provide information, greatly increasing satisfaction with the process.

RETURN ON INVESTMENT

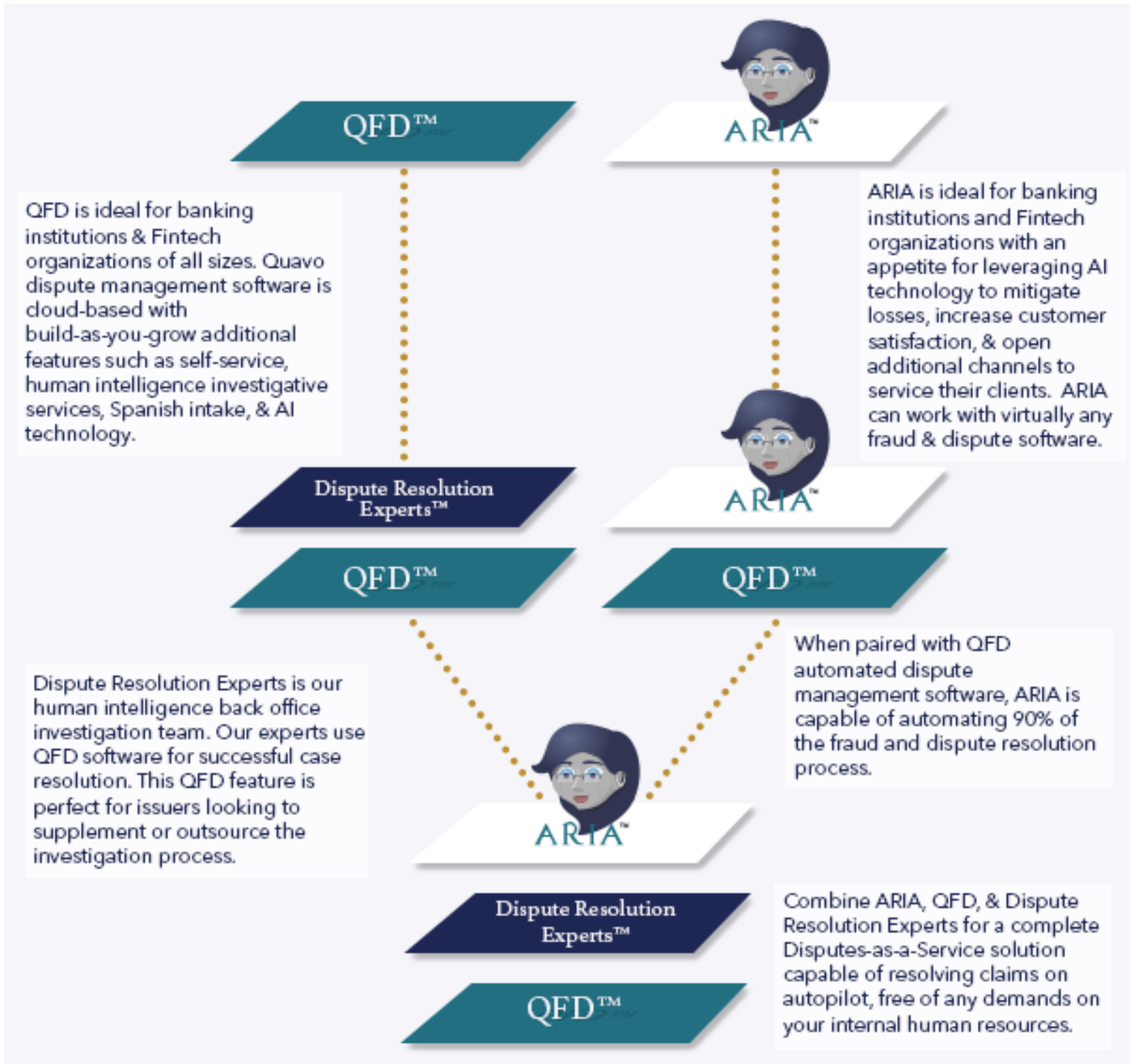
QFD gives organizations the power to reduce operational expenses while minimizing fraud losses and improving workflows. Claims will be resolved quicker and with less manual intervention and processing will be faster and more accurate.



QFD WORKFLOW



DISPUTES AS A SERVICE™



To learn more about Quavo's automated dispute management SaaS offering, connect with one of our experts online or directly at experts@quavo.com.