QFD™ July 2022 Product Release

Intake Users

Quavo's QFD™ automated dispute management software has new compatibility updates to improve user experience during intake.

If you have questions or specific topics of conversation regarding these updates, please reach out to your Client Experience Representative for further information.

Updates

Charged More Than Once

If you have manual transactions as an intake option in QFD™, you can now manually add transactions for disputes that fall under the "cardholder was charged more than once" reason code.

ATM Missing Deposit

The ATM deposit intake process now differentiates between missing and wrong amount deposits up front.

ATM Questionnaire Update

The ATM misdispense questionnaire now displays a message alerting the user during intake that the disputed amount will be debited from the cardholder's account.

Reassertion Requests

When an intake agent opens the case status tool to request an item be reopened, QFD™ will now require new cardholder information regarding the dispute before it can be reopened.

External Case Status

The External Case Status widget now allows users to view and add external disputed transactions to an existing claim. Users can also resend communications and review recovery actions through this widget.

More details regarding External Case Status can be accessed on the QFD™ Knowledge Base website.

Note Visibility

Intake users can now view back-office case notes as part of the case status tool. Back-office users can now categorize notes for their intended audience, specifically "Contact Center" or "Customer," allowing intake users to know who notes are intended for.

For all product release notes, visit Quavo's QFD™ Knowledge Base online.