Self Service For Dispute Management

Crochet’s Self Service for Dispute Management (SSDM), built using the Appian Platform is a simple self-service tool designed to equip bank end customers with the ability to raise their own chargeback claims thus circumventing the expensive, tedious and often time consuming call center processes.

Problem Statement

The COVID-19 crisis has had a profound impact on Banks and Card Issuers to meet increased and instant access to finance. This surge of transactions adds pressure to resolve customer disputes, fraudulent claims in a timely and efficient manner. Manual processes, errors and lack of communication can lead to a loss of customers, operational efficiency, revenue and reputation, which runs the risk of incurring regulatory fines.

Estimated Costs

- Annually the Top 15 US banks spend approximately $3 BN on disputes processing combined
- Annually, the US Banks resolve roughly $50 to 100 million disputes in the US
- Average cost per dispute ranges from $10 to $50

Dispute Process

- Identify the Dispute Transaction
- Qualify the Dispute
- Create the Dispute Form
- Raise the Dispute
- Settle the Dispute.

How It Works

- 100% Configurable to any bank’s website/m-site/app
- Facilitates the banks dispute customer journey by using a 4 Stage process to address customer needs
- Includes industry standard questionnaire
- Simplified workflow to raise the disputes in just a few clicks.

SSDM Features

- Interactive Claims Reports
- Pre-built Write Off Rules
- Pre-defined & Configurable FAQ
- Industry Standard Editable Questionnaire
- Notifcations/Subscriptions Services
- Full Case Lifecycle Management/Granulation
- Self Serve Disputes
- Emty Configurable Processes

What the Solution Delivers

The solution enhances the output in the below areas

- Clear View of the Dispute
- Real Time Dispute Status
- Reduction in Call Volumes
- Reduction in Human Error
- Provides Efficient Customer Service
- Productivity Gains
- Large Cost Savings
- Increased Customer Satisfaction
- Improved Banks Performance Impact

Benefit to End User

- Saves Time for Banking Customer
- 24x7 Access to Raise Disputes
- Ease of Use
- Real Time Status Alerts
- Tracking
- Reporting Capabilities

Benefit to Card Issuing Bank

- Configurable
- Reduces Cost
- Reduces Human Errors
- Ease of Deployment
- Less Time To Market
- Increases Productivity
- Dashboard and Reports
- Low-Code Solution

Crochet Technologies is a Global Delivery and Implementation Partner For Appian Low Code Solutions

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