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

Self Serve Disputes: Interactive Claim Reports, Pre-built Write Off Rules, Easily Configurable Processes, Full Case Lifecycle-Reassignment/Deduplication, Pre-defined & Configurable STP, Notifications/Subscription Services, Pre-built Integration with MasterCard API, Industry Standard Editable Questionnaire

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
- Reduce the Average Dispute Handling Time
- 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
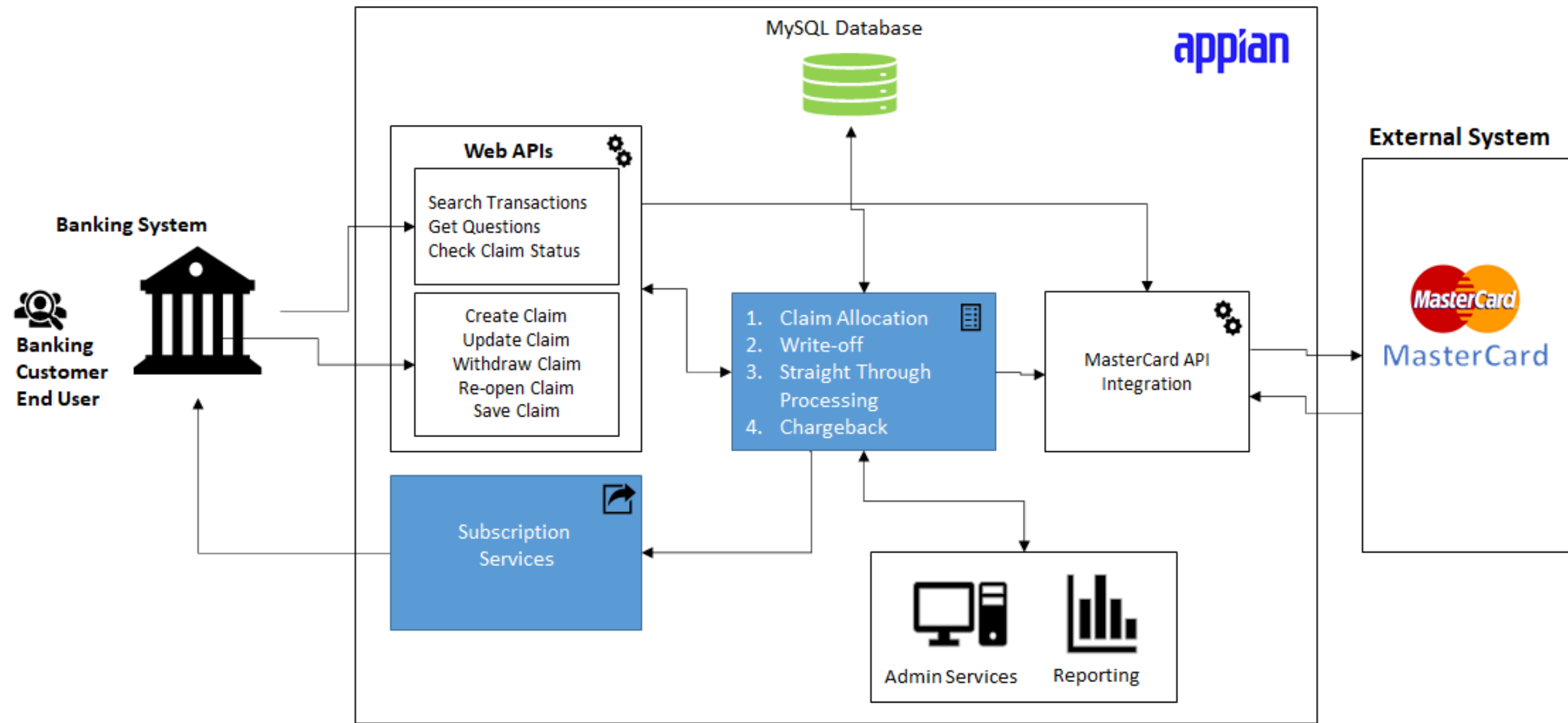- Real Time Status Alerts
- Tracking
- Reporting Capabilities

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

Architecture Diagram

Appian Self Service Tool For Digital Banks

Contact us for a Personalised Demo Today!

appian

Appian helps organizations build apps and workflows rapidly, with a low-code automation platform. Combining people, technologies, and data in a single workflow, Appian can help companies maximize their resources and improve business results.

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Connecting Digital Yarn

Crochet Technologies (Crochet) is a Global Partner of worlds renowned APPIAN low code development platforms. It has offices across EMEA and APAC and serves across the globe. Crochet provides its core specialized business process management (BPM) consulting and advisory services to world's leading Fortune 500 and UK FTSE 100 companies.

With 100% focus on driving digital transformation through lean and technology-driven approach, Crochet has gained popularity with its "Cloud Services" offering within banking, financial services, insurance and public affairs sectors.

Our 200+ Tech team comprises of world-class hands-on certified Technology Experts, Lead Architects, Digital Design Visionaries. The leadership team has more than 150 Years of Combined BPM Industry expertise.

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