First Data®

Customer Care Organization

Your customers deserve personalized attention.

When your customers need account support, they want a seamless experience.

First Data provides that experience through our Customer Care Organization. For over 30 years, we have delivered customer care on behalf of businesses, supporting a wide variety of call types while partnering with each client to meet their unique support needs.

Providing an exceptional customer experience is our priority.

First Data partners with you to tailor each interaction to your set of customers, while continuously striving to improve these interactions. We focus on call monitoring and agent soft skills training to provide the highest level of care each time your customers calls us.

Benefits to Your Business

State-of-the-Art

Our investment in modern technology and analytics helps drive customer satisfaction and tracks the metrics that are important to your business.

Flexible

Outsource all or part of your call center operations to help reduce your operational expenses while delivering an exceptional customer experience.

Differentiated Service

We offer the highest level of customer support through our dedicated queue, with experienced specialists trained to represent your brand in every customer interaction.

First Data.

Why Choose Us? The First Data Difference.

Expertise

We have over 30 years of call center experience, providing Financial Institutions with support across credit, debit, prepaid, retail private label, and loan accounts. We have almost 1.5 million interactions with customers annually, with multi-language support and 24X7 coverage.

Innovation

We are investing in the latest technologies — such as Speech Analytics and Voice of the Customer — to provide you with the latest call center solutions.

Customization

Our dedicated customer support is an extension of your business and customizes your customer service experiences to align with your brand expectations.

Partnership

Partner with us to optimize average handling times, wait times, and customer satisfaction scores. Our team works closely with you to improve efficiencies and implement changes that will help to lower your costs.

For more information, contact your Account Executive, or visit FirstData.com.

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Dedicated Customer Service Support

Engage our team of service specialists, dedicated to represent your brand in every customer interaction. Trained specifically on your brand guidelines, our specialists utilize different approaches to provide a differentiated service in every customer interaction. Our service specialists are an extension of your company, making your customers feel more valued through personalized and experienced service.

Valuable Customer Insights

Speech Analytics

Understand customers' questions, expectations, and satisfaction through Speech Analytics. Our innovative speech-to-text transcription of your customer interactions identifies trends and root causes of issues, automatically categorizes calls, and provides you with statistics and insights on how to improve the customer experience.

Call Listening

Customers expect exceptional customer service support from the business they engage with. Through our customer call listening sessions, you will gain peace of mind that your customers are provided with the world-class service they expect.

Voice of the Customer (VOC)

Capture call / agent satisfaction, resolution rates, and your Net Promoter Score through customized IVR post-call surveys that provide you with detailed customer servicing insights.

First Data.