

Call Center and Customer Care

Strengthen your student relationships and your reputation.

Countless administrative demands, inefficient processes, staff shortages, outdated technology, budget restraints... These are just a few of the factors making it hard for campus offices to perform at their best when it comes to call center and customer care services

But teaming with an expert to handle these services can give your school an edge in sustaining a positive impression with students, reducing costs and remaining current and competitive.

Experience the Xerox Difference

Xerox excels at helping schools operate at their best. We bring a team of industry experts, the latest technology, proven processes, and superior quality services to work as an extension of your institution. Whether your challenges are big or small, short or long-term, we have customized, targeted solutions that can help.

Xerox offers call center and customer care solutions that support a broad range of higher education programs, including financial aid, administration services, registration and curriculum services or IT. By centralizing customer inquiries and process tasks and reducing time on routine questions, we increase efficiency, improve response time, free up existing staff and increase the level of satisfaction for students, faculty and staff.

We have helped hundreds of campuses with longer hours of call center operations, improved reporting and monitoring, and elevated service and quality levels that make a difference to your students and staff.

Benefits

- Reach out to more students more often
- Increase cash flow
- Narrow the gap between prospective and enrolled students
- Enhance responsiveness and students' overall experience
- Improve Title IV compliance
- Modernize and expand capabilities



Lower Costs, Improve Outcomes

Our call center solutions can eliminate the fixed and variable costs of facilities and operations by transitioning staff and responsibility to a Xerox-managed environment with trained employees who serve as an extension of your university staff.

This framework can enhance and integrate with current CRM, content management or other enterprise systems in place on your campus.

By utilizing multiple channels (phone call, email, text messaging, fax) we can also lower administrative and communications costs of both inbound and outbound calling.

This multi-pronged approach can quickly alert your school when certain events occur or fail to occur, such as upcoming deadlines, missed payments, fund transfers or special campus promotions to students, parents or alumni.

Diverse Services to Meet Your Needs

There's no underestimating the positive impact that first-rate call center and customer care services can have on your school — it can mean all the difference in how your institution is perceived and the reputation it builds.

Put Xerox people, technology, and processes to work, and help your school reflect its best. Below is a sample of the services we offer:

Enrollment Services

- Online appointment scheduling and progress tracking
- Prospect targeting and outreach
- Inbound/outbound enrollment calls
- Warm call transfers to your enrollment office
- Scheduling of enrollment appointments with your advisors

Financial Aid Call Center

- Inbound/outbound student contact and outreach, including automated calls for:
 - Process overview including budget and expectations review with students and parents
 - Task completion assistance
 - Missing document follow-up
 - Advisement

Financial Aid Processing

- Inbound/outbound financial aid support calls
- Document review
- Verification and C-code resolution
- Packaging
- File processing (award and certification)
- Disbursement eligibility review
- Refunds
- Return to Title IV processing

Financial Aid Counseling

- Online self-help, entrance counseling, and progress tracking
- Inbound/outbound financial aid support calls
- Process review and financial aid advisement
- Application counseling and assistance
- Document collection, imaging, and approval

Student Accounts / Receivables Management

- Inbound/outbound student account support calls
- Answer questions regarding student fees and other charges
- Answer inquiries on payment methods, payment dates, billing cycle, and other billing policies
- Student refund issues and financial holds
- Outbound collections calls and emails
- Default management calls and emails

General Student Call Center

- Inbound and outbound student contact/outreach
- Including automated calls and outreach
- Call recording, quality monitoring/scoring, calibrations
- Student satisfaction surveys with call/email follow-up



Xerox manages 1.5 million customer calls every day - with up to 80 percent of student calls answered within 20 seconds, and abandonment rates of less than five percent. Not surprisingly, student satisfaction increases, costs of service decline, and your administration staff can concentrate on those tasks that keep your institution running smoothly.

Automated IVR

A well-designed interactive voice response can provide certain types of basic information more effectively, quickly, and accurately than a customer care operation with no automated options. We often provide personalized IVRs as part of a comprehensive customer service operation, but can also be stand-alone solutions.

About Xerox

Xerox is the world's leading enterprise for business process and document management. Its technology, expertise and services enable workplaces to simplify the way work gets done so they operate more effectively and focus more on what matters most: their real business. Xerox offers business process outsourcing and IT outsourcing services for commercial and government organizations. The company also provides extensive leading-edge document technology, services, software and genuine Xerox supplies for graphic communication and office printing environments of any size.

You can learn more about us at www.xerox.com/businessservices or call 877-294-9252.

