



Welcome Call Portal

D2K iConnect - We Made Welcome Calls Easier!

A successful live check program begins with building strong customer relationships. A welcome call is an opportunity to reach out to customers and is one of the most important parts to an effective customer management strategy. The Welcome Call Portal makes tracking your branch's welcome calls easy and simple.

The Key For A Long Lasting Relationship!

- Portal contains every check that is cashed including active, former, and prospect customers
- Automated results tracked by branch and individual employees
- Tracks number of attempts, the time of day the calls were made, and the results of the call
- Improve customer retention, lead to repeat business, and improve payment performance
- Use this tool to set and track branch welcome call performance goals



Welcome Calls Just Got Easier

Welcome calls are vital in improving the customer service of your business. This first connection with your customers is one of the most effective ways to create a long-lasting relationship. Delinquency, first payment default, and charge-offs will be higher if branches are not making the welcome calls. This portal solves these problems by ensuring the calls are being completed and tracks the attempts made.

The Welcome Call Portal provides you with the first step in increasing customer satisfaction and creating customer loyalty. You can either introduce or reestablish your company with your customers. For your customer, it allows them to ask questions and learn about your services.

iConnect is D2K's proprietary intranet platform with applications designed to help you successfully manage your marketing program and streamline communication to your company's team members. Easy-to-use portals allow management of documents, calendars and important company information from a single login. Security is a core value for D2K Corp and iConnect has that covered for you – with user level access, encrypted data storage, 24-7 security monitoring, and secure data transfers – just the peace of mind you need.

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