IDEA FOR AGENTS

Looking for a better, more integrated solution to manage your customer care team? Look no further than IDEA for Agents - the perfect solution for agents who need quick and easy access to customer account information and the ability to perform business processes efficiently.

Our intuitive, user-friendly platform minimizes clicks, effort, and complexity for simple and complex service transactions, improving servicing and customer satisfaction. With IDEA for Agents, your agents can access account information, answer customer inquiries, and perform everyday tasks in just a few clicks.

Some of the main features of our Agent Portal include the following:

✓Bill history and payment history, including future-dated payments and the ability to void/cancel transactions

✓Easy management of customer autopay and budget billing options

✓Seamless start/stop/ transfer process management with just a few clicks

✓Point-of-sale and walk-in payment support for added flexibility and convenience

✓Configurable access control for unlocking customer portal accounts, resetting passwords, blocking and unblocking payment methods, and more

✓Customer correspondence management and access to historical agent activity logs

✓Generation and emailing of account statements and other documentation

IDEA for Agents is a user-friendly, intuitive platform that streamlines customer service. Agent Portal allows agents to provide quality customer service, improving satisfaction and efficiency in the process.

These features are designed to work seamlessly with our IDEA for Customers solution, ensuring that your agents have access to everything they need to provide the best possible customer service experience.

At Meridian, we believe that providing the best possible customer service experience is essential to staying ahead of the competition. That's why we've developed IDEA for Agents - to help your customer care team provide quality service, improve efficiency, and ultimately drive customer satisfaction.

Ready to learn more? Get in touch with us today to see how we can help you achieve success with IDEA for Agents!

Meridian Integration provides turnkey solutions and services focused on digital customer engagement, mission critical system implementations and migrations, technology road-map and readiness assessments, and business process consulting for the Utility industry.

Meridian is a member of the Oracle Partner Network and has worked with hundreds of utilities since inception creating tremendous value while leveraging a broad portfolio of solutions and services.

Contact Us!

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