



CUSTOMER SUPPORT

CAPABILITY PROFILE

Today's insurance customer demands convenience and ease of doing business, driving insurers to increase focus on improving the customer experience (CX). Xceedance provides our clients with access to call center and operational resources to meet their ever-changing business demands. We enable superior policyholder and agent support that integrates into insurers' overall CX initiatives.



SERVICES



Xceedance Customer Support Services go beyond a call center. Highly skilled and knowledgeable insurance experts support inbound and outbound calls to agents, carriers, claims organizations, and third parties. Our staff can handle any call and other types of communication efficiently and professionally. Every day our dedicated team fields questions regarding coverages, payment information, claims, and other requests.

Customer support specialists utilize state-of-the-art ACD call center technology, and each client receives a dedicated 800 number. From a simple inquiry to an elevated complaint, the Xceedance team of licensed specialists can handle all your client response needs.