

Credentials Solutions extending Customer Service hours by thirty minutes

Written by Australian Business

Credentials Solutions has an unmatched commitment to serving the students and alumni of its client institutions.

(PRLEAP.COM) March 26, 2014 - NORTHFIELD, IL – Beginning Tuesday, March 25th, Credentials Solutions will extend customer service hours by thirty minutes. Students and alumni can call Credentials with questions from 7:00am CST to 7:30pm CST and get answers from live Customer Service Representatives. This strategic move is made possible through Credentials' investment in people and operational efficiencies at its Nevada Branch. After this initial rollout, hours will be further extended to accommodate the schedules of students and alumni of west coast client institutions.

"As a service company, the needs of our institutions, their students and alumni are and will always be our number one priority," said Thomas D. McKechney, CEO of Credentials Solutions. "The rollout of additional customer service hours will begin with this 30 minute extension. This is a direct result of our goal to more effectively service students and alumni on the west coast."

The extension of customer service hours is the first phase of the Nevada Branch Initiative. This will be followed by the commencement of west coast print and mail operations as well as hot-site back-up.

About Credentials Solutions With flagship product TranscriptsPlus® and integrated automation software RoboRegistrar®, Credentials Solutions supports all major SIS platforms while providing online ordering, automated hold checking, integrated student communications with 12x5 customer service, and electronic extraction and delivery including EDI, XML and Secure PDFs. Transcript ExchangePlus™ enables client institutions to send transcripts electronically through Credentials' secure network as well as industry accepted transcript hubs, while integrating with the eRoboMail™ service, which assumes the printing and mailing of paper transcripts. In addition, Credentials also offers ParkingPlus®, which automates parking permit ordering, payment, and fulfillment.