

A photograph of a call center environment. In the foreground, a man wearing a headset is looking at two computer monitors. In the background, other staff members are visible at their workstations. The scene is dimly lit, suggesting an office or call center setting.

Customer Support Services

High-quality customer service is the hallmark of a successful public transportation system and operation. And for today's modern fare collection systems, Cubic Customer Support Services complements your customer service program by bringing a personal touch to assisting customers with new technology.

We offer Customer Support Services to address your customer service requirements, through our trained service professionals who offer your customers accurate information, respond to inquiries and troubleshoot and resolve problems with ease.

Our Customer Support Services staff members interact with your patrons through several contact points, while maintaining the highest standards of customer care:

- Your customer call center
- Email and internet services
- Mail room processing
- Back-office system support

To meet your customers' ongoing service needs, Cubic Customer Support Services professionals have a working knowledge of your fare collection system overall, and the fare collection application in particular. Our fare collection applications allow for configuration and setup to accommodate your complex business rules, and expanded flexibility for your customers.

Our Customer Support Services are designed to promote customer satisfaction, and retain and increase ridership.



Customer Support Services

Our service staff will interact with your patrons and make your fare collection system user friendly.

Customer Call Center

Cubic provides properly trained service representatives who take care of customers in a courteous, timely manner.

- Respond to customer service inquiries and provide accurate information
- Perform sales transactions
- Set up recurring/threshold autoloan
- Customer registration and enrollment in balance protection
- Respond to balance inquiries
- Perform card adjustments
- Replace and manage lost/stolen cards
- Register media

Customer Back-Office Support

Our service representatives offer best-in-class back-office support for your transit patrons.

- Research, resolve and report problems
- Set up call center processes
- Adherence to defined service level agreements
- Reporting

Cardholder Support Services

Cubic provides skilled professionals to handle the requirements of your cardholders.

- Troubleshoot cardholder issues
- Process mass adjustments
- Provide customer refunds
- Process card blocks
- Track sales and use transactions
- Fraud detection and analysis
- Provide variance analysis
- Reporting on cardholder activity

Email & Internet Services

Cubic staff will perform the following tasks to support email and internet services

- Respond to customer questions and inquiries
- Fulfill online orders
- Manage internet website
- Process payments

Card Fulfillment and Distribution

Trained staff manages the packaging and fulfillment of orders, as well as incoming and outgoing customer communications.

- Distribute new cards
- Receive and process media, stored value and fare product purchases
- Receive and process customer data requests