



Contact Center

Inbound Support

Our team of professionals is trained in a multi-faceted approach to member service, ensuring consistency, professionalism, and long term growth. Partnering with Xtension Contact Center will allow you to extend your hours and add service capabilities without adding brick and mortar.

Outbound Support

Our team of call center professionals are trained in a multi-faceted member service approach ensuring consistency, professionalism, and long term growth. By utilizing the Xtension Call Center's Outbound Support you can guarantee members are made aware of the products and services you offer, and that leads are delivered in a timely manner to your follow up teams.

Web Chat

Our Web Chat service allows your Xtension to branch open earlier, stay open longer and utilize weekends. This includes assisting qualifying new members who are interested in joining the credit union! Members can chat with representatives from both your web page or within It's Me 247.

XT Direct

Partnering with the Xtend puts your members in contact with professional agents that are ready to accept applications and perform cross sales. Powerful as a standalone inbound lending pipeline to support your lending team, AND a perfect complement to your existing Xtend services, XT Direct can help to maximize your lending relationship with members.

Contact Unlimited

We work with your leadership teams to develop a schedule of events, designing a program together that looks and sounds like your business to leverage the collective efforts of our teams in a way that reinforces your individual value proposition to those you serve. All of this while maintaining your individual identity and your brand.

DRBC Support

In the event of a disaster, unplanned outage, weather anomaly, you can rely on Xtend to provide personal support to your members. Your credit union will place our team on a retainer and activates the service as business needs dictate.



Contact us:
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