



FOR IMMEDIATE RELEASE

PARK SIDE CREDIT UNION SAYS “YES” TO CENTURIONCARES

TAMPA (December 16, 2016) – Park Side Credit Union of Whitefish, Montana prides itself on fast, accommodating member service summed up in one word – “YES”. Now a Florida based communications software provider has given them another equally succinct and equally member-focused word to use – “CARES”. Park Side has selected CenturionCARES, Inc., headquartered in Tampa, to design and install a custom CARES Contact Center solution with an array of service-enhancing features that will bring greater efficiency, enriched experiences, and more “YES”es to their member service operations.

CenturionCARES will provide Park Side a CARES ACD Package for Symitar, including Member Data Screen Pop, Virtual Hold Callback, CARES Reporting Package and CARES Notes, which integrates into Synapsys in real time to track call types, conversation notes and member contacts. Park Side members will appreciate the time-saving advantages of Email in Queue and ProSpeak, which delivers balance, deposit, and transaction information while the member waits in queue. The new contact center system will include a Quality Assurance component as well, with features such as Member Survey, Agent Scorecard, and Voice Recording.

Kirk Wormington, CenturionCARES EVP of Business Development, noted the credit union’s affirmative approach to member service, stating “We’ve applied our CARES solution in a way that uniquely fits Park Side’s culture and ultimately helps maximize the member experience. We’d like to see them continue to say “YES” – to their members and to CenturionCARES!”

About Park Side Credit Union

Park Side is a premier credit union in the state of Montana, with locations in Whitefish, Kalispell and Columbia Falls. Starting in 1965 as Whitefish Great Northern FCU to serve the employees of the Great Northern Railroad, Park Side now provides banking services to more than 26,000 members in western Montana. As a not-for-profit cooperative, we focus on people, not corporations, and understand there’s more to life than a credit score. Our local decision-making team closes loans quickly, efficiently and with minimal red tape, because at Park Side, we like to say “YES.”

About CenturionCARES, Inc.

CenturionCARES designs advanced automated solutions that enable organizations to optimize their communications infrastructure and deliver enhanced member services. For over 36 years, CARES Contact Center solutions (including Screen Pop, Call Back, ProSpeak, Next Teller IVR) have helped hundreds of credit unions operate at maximum efficiency and profitability. CenturionCARES is proud to be recognized as a Symitar™ Vendor Integration Program (VIP) member. CenturionCARES is headquartered in Oldsmar, Florida with engineering and support facilities in Waukesha, Wisconsin. We welcome your call at 727-431-5300 or visit www.CenturionCARES.com for more information.

For more information:

Bob Brotzman
Director, Marketing Communications
rbrotzman@centurioncares.com
727.431.5218