

What's New, FSS?

January 2019



Issue 2-1

In This Issue

1

•Debit Card Collections

2

•2018 Support Data



The National Cowboy & Western Heritage Museum is America's premier institution of Western history, art, and culture. Founded in 1955, the Museum, located in Oklahoma City, collects, preserves, and exhibits an internationally renowned collection of Western art and artifacts while sponsoring dynamic educational programs to stimulate interest in the enduring legacy of the American West.

More than 10 million visitors from around the world have sought out this unique museum to gain better understanding of the West: a region and history that permeates our National culture.

Debit Card Collections

Who doesn't want to make it easier to take payments? Don't forget, your loan software has the ability to post payments by swiping a debit card. Debit card readers are very inexpensive these days, and can be purchased from FSS.

We work closely with a leader in the card payment processing industry to bring this service to our clients, and have been pleased to watch the numbers of our clients using this valuable function grow exponentially during the previous few years. Still, not everyone knows about it, or thinks it sounds complicated. Well, now you KNOW, and it's EASY!

If you want to take advantage of fast and secure electronic payment processing, you need to call us ASAP. Getting setup is painless. Stop waiting, it's 2019! Call us at 405-794-4900.

Are You
Up-To-Date?

Current Version:
1675

2018 Support Data

The numbers are in! Your support staff at FSS provided timely and accurate answers for a total of **12,230** phone and email **requests for technical support in 2018!**

Here is a breakdown by month:

January: Total support calls and emails - 1274

February: Total support calls and emails - 1086

March: Total support calls and emails - 947

April: Total support calls and emails - 927

May: Total support calls and emails - 1524

Jun: Total support calls and emails - 1332

July: Total support calls and emails - 1035

Aug: Total support calls and emails - 930

Sep: Total support calls and emails - 663

Oct: Total support calls and emails - 969

Nov: Total support calls and emails - 854

Dec: Total support calls and emails - 689

So, what kinds of things did we help with? Check it out. **We successfully took:**

1,894 Calls about Backups

1,464 Calls about Updates

1,162 Calls about Hardware or Internet issues

622 Calls about Printers

774 Calls about various modules (texting, web inquiries, etc.)

963 Calls about our General Ledger or AppPro software

4,017 Calls about Loan Professional

174 Calls about Drive Mapping

1,160 Other



Please join us in giving a great big Thank You to everyone that plays a role in providing our support services!

April Click – Support Supervisor

Alan Rowin – Support Technician\Installation

Mac McNeal – Support Technician\Installation

Jacob Thomas – Support Technician\Installation

Jon Jester – Support Technician\Installation

Josh Rosino – Support Technician\Installation

Emily Maness – Credit Data Processing

Ladonna Kruckenberg – Satisfaction Surveys