

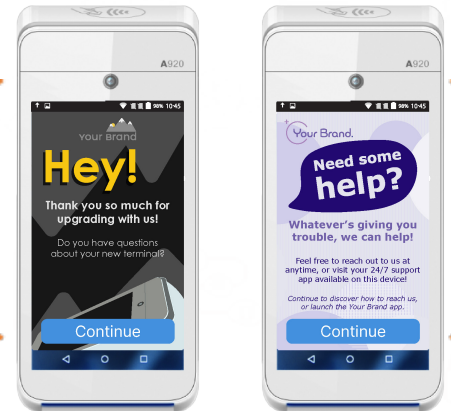


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D2M CARE™ — Redefining Merchant Support Through Real-Time Engagement



The D2M CARE™ module empowers Payment Service Providers (PSPs), Acquirers, and ISOs to transform merchant care from a reactive cost center into a proactive, data-driven advantage.

By embedding smart, interactive support directly on payment devices, CARE enables merchants to find answers, troubleshoot issues, and access personalized help instantly — without picking up the phone. **The result: lower call volumes, faster resolutions, and a more loyal merchant base that feels genuinely supported.**

Reduce Support Costs and Call Volume

Deflect up to **50 % of inbound support calls** by giving merchants self-serve access to common troubleshooting guides and FAQs right on their payment device. CARE minimizes reliance on call centers, cutting average handle time and reducing overall support costs.

Accelerate Issue Resolution with Data-Driven Insights

Capture interaction data to understand which issues merchants encounter most often. Use these insights to refine training, update content, and inform future product improvements — turning support data into actionable business intelligence.

Enable Smarter Workforce Allocation

By reducing repetitive Tier-1 support inquiries, CARE allows your teams to focus on high-value cases. This operational efficiency translates into lower staffing costs and improved service quality for complex issues.

Improve Merchant Satisfaction & Retention

Deliver fast, friction-free assistance exactly where merchants need it — on their terminal. CARE's instant support library build trust, improve NPS scores, and reduce attrition among your SMB base.

Quantify Support Performance & ROI

Gain instant visibility into merchant engagement, top issue categories, and resolution metrics through the D2M analytics dashboard. Use real-time data to demonstrate measurable impact — from reduced support tickets to improved satisfaction scores.

Deliver Instant Support Where It Matters Most

D2M CARE™ transforms merchant support from a reactive process into a proactive business advantage. By integrating help, learning, and feedback tools directly into payment devices, PSPs can reduce costs, improve satisfaction, and achieve full visibility into support outcomes.

Real-Time Engagement & Feedback

D2M CARE™ turns every merchant interaction into an opportunity to strengthen loyalty and operational efficiency.

