

Continued Liberty Message Center Enhancements



Since the release of the Liberty Message Center earlier this year, we have continued to enhance the feature and incorporate your feedback. The Liberty Message Center allows you and your teams to submit requests and forms directly and securely to your Axos Client Service Advocates. This feature provides immediate visibility into your requests and shows your teams the status of that request. Message Center also offers direct communication on a request to your AAS Service team, so you can respond to requests for additional information within Liberty. In addition, the Message Center can be permissioned accessible to any user in your office.

Most recently, we added the Pending Customer Response “red bubble” in the menu, letting users know the number of cases that require their attention:



Also released is the ability to close a case. Simply change the Status to “Closed” and add the Reason for Closing the case.

CASE INFORMATION

Request Type

Account Maintenance

Subject

Message field validation

Status

Closed ▾

MESSAGES

Reason for Closing - required (Note: Closing this case may not affect pending transactions already in progress, i.e. ACH contributions.)

Add your reason for closing here.

ATTACHMENTS

none

[ADD ATTACHMENT\(S\)](#)

As always, if you have any questions, please contact your Axos Client Service Advocate.

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