

# Introduction

- **What is CreditSnap's back office?** CreditSnap's back office (BO) is a comprehensive platform that provides the financial institutions staff support for various back-office functions, including account opening, loan origination, underwriting, and servicing etc.
- **What features does CreditSnap's back office offer?** CreditSnap's back office offers a wide range of features, including customizable workflows, automated decision-making, real-time analytics, and integrations with third-party data sources.
- **What types of businesses can benefit from CreditSnap's back office?** CreditSnap's back office is designed to meet the needs of a variety of businesses, including banks, credit unions, and other financial institutions in the lending space.
- **How does CreditSnap's back office improve operational efficiency?** CreditSnap's back office streamlines various back-office processes, such as account opening, underwriting, and loan origination, to improve operational efficiency and reduce manual errors. The back office provides various customization features such as:
  - Product Admin Features - Updating rates, rules and credit policy along with underwriting decisioning in real time
  - Employee Admin Features - Queue and workflow management, ability to assign applications to staff members, setting reminders and notes on individual applications. The CreditSnap back office allows the master admins to add and remove users to the back-office along with defining permissions for these users

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