

SELF-SERVICE IVR PAYMENTS



Collect credit card and ACH payments 24/7
Fully PCI, NACHA and HIPAA compliant
Automate transactions
Lower call center costs
Certified with all major processors

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Features

Integrated convenience fee functionality
Standard & custom IVR script options
Competitive per-minute rates
Real time payment confirmation
Touch-tone, speech, and text-to-speech

Velocity's IVR solution is highly configurable to meet your unique business needs

- Rapidly deployable to deliver ROI quickly
- Use one of our templates, provide your own, or we can help you design a script that's best for your business
- Professional prompt recordings or Text-to-Speech
- Multi-language support
- Voice recognition or touch tone
- Transfer to call center
- Simple, pay-as-you go pricing
- Integrated with platforms like Ytel, Genesys, Voice4Net and inContact

Secure and Reliable

- Fully hosted in our secure facilities
- Redundant, high-availability payment solution

Additional benefits

Velocity's self-service IVR solution can be configured to assess a dual or single convenience fee to the caller, in accordance with credit card association rules and regulations. This option can be leveraged to cover all costs to Govolution associated with IVR configuration, implementation, training and maintenance, as well as processing and telecommunications charges. With this option, you can provide your customers with the convenience of over-the-phone payments, at no cost to your organization.

Benefits

PCI, NACHA & HIPAA Compliant
Integrated online reporting
Fully hosted solution
Rapidly deployable
Scalable for any size call center
Optimize the caller experience via analytics

