

CALL CENTER PAYMENTS



Purpose-built Call Center Payment System
Reduced Call Handle Times
Optimized Agent Workflows
Lower Cost Per Contact
Enhanced Call Center Security
Risk Management & Compliance

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Features

Optimized Agent Interface
Inbound, Outbound, In-House &
Remote Agent
IVR Integration
Lowest Cost Transaction Routing
Risk Management



Benefits

Reduced Call Handle Times
Lower Cost Per Contact
Reduced Fraud & Payment Abuse
Improved Data Security, Operational
Controls & Compliance
Enhanced Risk Management & Audit
Reporting

Agent Workflow Optimization for Lower Costs

Purpose-built for Call Centers, Velocity's Call Center solution revolutionizes agent workflows related to payment acceptance and support for inbound and outbound calls. Seamless customer identification, predefined accounts receivable policies and an intuitive design result in reduced call handle times. Improved agent performance lowers operating costs while improving customer experience.

Lower Transaction Costs

Preconfigured payment policies and smart transaction routing automatically guide agents to lower cost transaction methods. For example, the system, can automatically identify branded debit cards and submit the transaction through PINless debit networks such as NYCE, Pulse and Star instead of using a more expensive credit card network.

Lower Risks

Velocity's Call Center solution is designed to mitigate the risk of fraud by automatically analyzing prior payments to identify high risk payment methods and payers. The system then alerts the agent and automatically blocks future payments based on a preconfigured fraud management policy. Velocity provides unparalleled fraud protection, management oversight, risk management controls and audit reporting to meet the high demands and requirements of call center operators.

Multi-Channel

Combined with Velocity's other payment products, this system provides agents with complete visibility into a customer's activity across all payment channels including: Web, Mobile, IVR In-person and Gateway.