VELOCITY PAYMENT SYSTEM

a service of Govolution

INTELLIGENT AND SECURE PAYMENT ACCEPTANCE FOR BPO ORGANIZATIONS

Most payment gateways and virtual terminals used by call centers interfere with optimization of agent workflows resulting in unnecessarily long hold and handle times and a poor customer experience.

Call Centers keen on workflow optimization and metrics emphasizing agent performance will find improvements in agent-assisted payments an area with significant ROI potential.

Our focus on reducing transaction costs and offering technology with built in logic for payment acceptance and processing decreases fraud and reduces transaction costs.

OPTIMIZED FOR THE CALL CENTER

Our purpose-built call center payment application optimizes agent workflows throughout the payment-related customer engagement – from customer ID to payment confirmation – resulting in a substantial reduction in handle time.

OPTIMIZED AGENT WORKFLOW & NAVIGATION

- Optimized screen flow simplifies and reduces agent/interface interaction
- Optimized tab flow speeds-up agent navigation (ergonomics, mouse-less)
- Reduced agent data entry to minimally required data elements
- Eliminate unnecessary keystrokes

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AUTO–DATA POPULATION
- Automatic account look up (DNIS, caller ID, IVR data)
- Pre-population of Customer Demographics – eliminates data entry
- Default customer preferences (payment methods) – reduces data entry

CUSTOMER PROFILES AND PAYMENT HISTORY RETAINED FROM ALL CHANNELS
- Eliminate collection of credit card number (16 keystrokes) & bank account and routing numbers (20-24 keystrokes)
- Agent access to customers previously used payment methods
- Tokenized payment data for instant re-use without data entry or view

LEAST COST ROUTING
- Process debit cards through the least costly route reducing processing costs significantly
- Take the decision making out of the hands of the agent with a system that has built in logic to accept payments and process them at the lowest cost

RESULTS:
- Reduce repeat-customer payment information collection time by 60%
- Reduce new-caller payment information collection times by over 30%
- Provide a better customer experience
- Retain customers by offering them a better service experience
- Build your base with a new competitive advantage
- Increase net profit per customer

CONTACT US TODAY!
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