



PAYMENTS ENABLED

PURPOSE-BUILT PAYMENT SOLUTION FOR CALL CENTERS



VELOCITY PAYMENT SYSTEM
a service of Govolution



**VELOCITY FOR
CALL CENTERS**

Results That Matter

A New Benchmark for Call Center Payment Best Practices

Customer Satisfaction
Reduced Agent Training
Lower Transaction Costs
Reduced Fraud
PCI Standards
Improved Agent Performance
Reduced Call Time

Ready to get started?

Learn more about call center payment solutions.

sales@velocitypayment.com



TURN IT ON

Get PCI payment capabilities "out of the box!" No long implementation projects; this fully integrated solution can be deployed quickly and easily. Use your current payment processor, or request a quote for the call center industry's lowest rates.

FULLY INTEGRATED

The Call Center Payments screen will pop-up with the agent desktop once a call has been transferred. The identity of the customer and payment history is displayed with demographic information auto-inserted for effortless payment acceptance.

OPTIMIZED AGENT WORKFLOW

Drastically reduce keystrokes and call handle times thanks to optimized workflows throughout the customer payment engagement. Leverage data collected in the IVR on call transfer to provide agent screen pops to eliminate redundant customer validation and account identification.

PCI CERTIFIED

Meet the highest industry standards with a fully PCI certified payment solution that includes the latest in fraud and risk management tools specifically designed for call centers.



Getting started is easy.

Connect with a payments expert today to get the best solution for your business.

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703.894.5000

SMART SOLUTIONS

Agent Workflow Optimization

- Reduce keystrokes
- 30-50% reduced call time for payments
- Improved screenflow
- Embedded AR policies

All Major Processors

- First Data
- TSYS
- WorldPay
- Vantiv
- Global Payments
- Paymentech
- First American Payment Systems

IVR to Agent Integration

- Automatic customer ID & lookup
- Electronic wallet

PCI New Standards

- Meeting new standards of compliance for call centers

ACD Interface

- ACD interface enables data from IVR interactions to flow with the call transfer

Risk & Fraud Management

- Masking
- Start/stop recording
- Agent audit trails
- Auto alerts to agents
- Supervisory overrides

Multichannel View

- Great service to customer by enabling agent to see all customer activity across all channels

Rapid Deployment

- Turnkey deployments
- Integrated best of breed solution
- Call center payments experts

Lower Transaction Costs

- Intelligent lowest cost routing
- Lower cost processing fees

Payment Options

- Credit card
- Debit card
- E-check
- Payment plans
- Autopay

Multichannel Options

- Agent
- Web
- Mobile
- IVR
- Kiosk
- In-person





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Call Center



IVR



Online



POS



Mobile



Gateway



Auto Pay



Kiosk

MULTI-CHANNEL PAYMENTS

OMNI-CHANNEL EXPERIENCE

Velocity offers the PCI certified products and solutions necessary to provide your customers with payment options across multiple channels. In addition, the solutions are designed to significantly lower the cost of each payment transaction, reduce the time and effort needed to make a payment, and are fully integrated to enhance the customer's experience.

www.govolution.com

Contact Us Today!

**Learn more about how we can help you lower costs
and accept payments in a secure environment.**

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