



FOR CALL CENTERS



- CREDIT CARD PAYMENTS
- ACH PAYMENTS
- RECURRING PAYMENTS
- CUSTOMER PROFILES
- TRANSACTION SEARCH
- INTEGRATED REPORTING



Velocity provides payment & customer profile management solutions for call centers.

Features

- Credit Card & ACH Processing
- Real Time & Scheduled Payments
- Customer Profile Creation & Management
- Transaction Search Functionality
- Bill Lookup & Payment
- Stored Payment Methods



Benefits

- PCI, NACHA & HIPAA Compliant
- Integrated Online Reporting
- Fully Hosted Solution
- Rapidly Deployable
- Scalable For Any Size Call Center
- Bulk Enrollment of Existing Customer Data

Customer Profile Management

Velocity's Call Center solution allows your personnel to create and manage profiles for your customers. Your staff can make payments on your customer's behalf and you can store their payment method information to make future payments quick and easy. It's also easy to migrate existing customer profile information into our system with our bulk enrollment process. Velocity's Call Center is easy to deploy and it has an intuitive interface, making it the perfect solution for your customer support needs.

Real Time and Recurring Payments

Velocity's Call Center allows customer service personnel to make real time credit card and ACH payments on behalf of their customers. Additionally, the product will enable your staff to setup future-dated, single payments, as well as create recurring, multiple transaction payment plans. The product supports recurring, fixed amount payment plans, as well as installment plans. Velocity's Call Center will give your support team all of the features required to meet your payment needs.

Bill Lookup and Payment

Velocity's Call Center can also be configured to allow your support personnel to lookup and pay bills on behalf of their customers. Once the bill is identified, it can be easily attached to an existing customer profile, giving customer support personnel the ability to pay the bill in real time. Alternately, your team can setup a multiple transaction payment plan to allow the bill to be paid over time.