

## CRM PAYMENTS 360



Optimized Customer Care Interface  
CRM, ARM & ERP Integration  
Payment Management, Bill/Invoice & History  
Customer Demographics  
Structured A/R Policies & Manager Overrides

## CRM PAYMENTS 360

### Features

- Optimized Agent Interface
- Real time & Scheduled Payments
- Auto Pay Enrollments & Support
- Bills & Invoices
- Return & Chargeback Management
- Automated Payment Abuse Management



### Benefits

- Reduced Contact Handle times
- Reduced Fraud & Payment Abuse
- Improved Compliance & Security Controls
- Enhanced Risk Management
- Audit Reporting
- Real-time & Batch Integration

### Improve Customer Care & Reduce Call Times

CRM Payments 360 is a purpose-built agent payment and customer care platform designed to improve the customer experience, reduce contact handle times, optimize workflows and reduce risks. The platform provides a complete picture of each customer's status regarding payments, bills/invoices and payment history to enable exceptional customer service and insure expedient first contact resolution. The system enables agents to quickly view bills/invoices due, accept and process payments (credit, and debit cards, ACH, cash or check) and provide support for previous payments, scheduled payments and payment plans.

### Integration & Control

CRM Payments 360 easily integrates with your CRM, customer demographics & Accounts Receivable data for more efficient receivables management and payment acceptance. The System can be configured to support your Accounts Receivable and Payment Acceptance policies to easily implement your policies & maintain controls across the customer support function while reducing Risk & Payment Abuse.

### Scalability & Ease of Deployment

Intuitive design and configurability enables organizations to quickly implement with minimal training requirements, structured workflows and enhanced security & compliance controls. Ideal for organizations with internal, remote agent and/or outsourced (BPO) customer support structures.