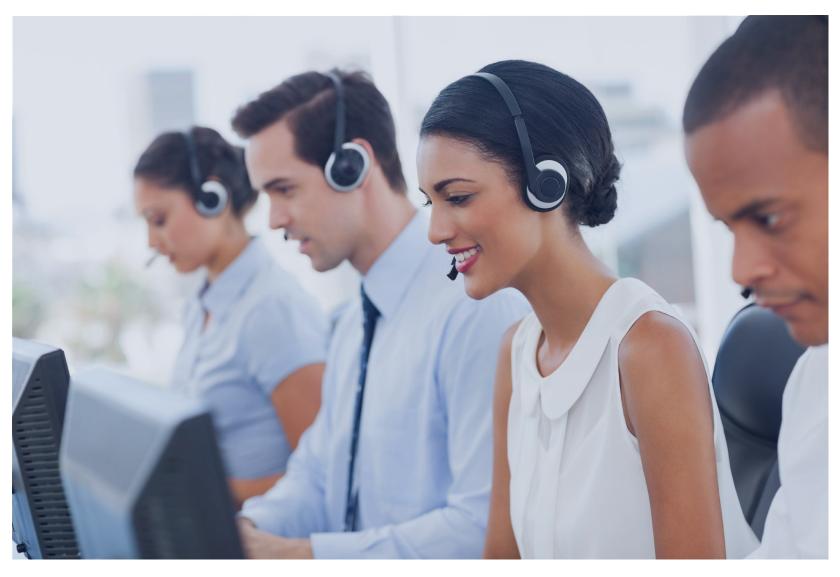


# **CRM PAYMENTS 360**



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

#### Improve Customer Care & Reduce Call Times

CRM Payments 360 is a purpose-built agent payment and customer care platform designed lo 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.

## **Benefits**

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

#### 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.