



Payment IVR

24/7 Automated Payments By Phone | PCI-Certified

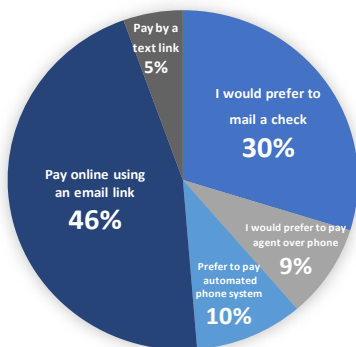
Accept Secure Payments by Phone 24/7 with a Cloud-Based Intelligent IVR

Interactive Voice Response (IVR) systems are a fundamental piece of business communications. They route incoming calls and play recorded after hours messages.

However, modern IVRs can do so much more—including taking automated payments over the phone. Payment IVRs allow your business to collect money after hours and on weekends.

Payment IVRs also free up staff to work on other things during normal office hours. In fact, studies have shown consumers prefer all self-service payment options over speaking to a live person.

Adding a payment IVR to your existing accounts receivable collection process is incredibly easy and has immediate revenue benefits.



Source: Communication and Payment Preferences Report, 2018

Key Benefits

- Connects to your existing phone system
- Can be set up and configured in a day
- Accepts credit card, debit card, HSA, FSA, or e-Check payments
- Authenticates payer's account, processes payment, and provides confirmation
- Fully-compatible payment gateway with robust reporting for account reconciliation.

A Payment IVR can also be used to reduce—or completely eliminate—PCI-compliance scope for handling credit card transactions. Instead of taking a customer's credit card information over the phone, staff can simply transfer the call to a Payment IVR to make a secure payment.

About Intelligent Contacts

Intelligent Contacts is the developer of enterprise-level cloud contact center software, as well as a Level 1 PCI-Certified payment service provider for the healthcare and financial service industries.

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