

# IVR Advantage™

Inbound IVR



## Make it easier for consumers to pay their bills, 24–7

Collecting debt is tough, particularly when consumers don't want to talk with collection agents. Add IVR Advantage™ Inbound IVR to your collections strategy and make it possible for consumers to pay without talking to anyone. Collection agencies using IVR Advantage often see a noticeable increase in collections and other bottom-line benefits, including shifting your agents to work on more complex collection tasks.

Using our Inbound IVR is simple and efficient. It begins with leveraging a phone number you've been using for years—there's no need to provision a new one—and giving consumers the option to make a payment, check their balance or review their payment history. National voice talent is used so the consumer calling experience is professional and reliable. Our proprietary streamlined call flow is fast for consumers, transforming a formerly complicated phone conversation into a simple automated transaction in an average of three to four minutes.

## Collections in Your Control

You decide in advance how payments are configured, such as whether to accept ACH, credit or debit cards, or simply allowing consumers to refer to their most recent payment. You also may specify whether you will accept single payments or ongoing payments as part of a payment plan.

IVR Advantage's proprietary solution is PCI certified. We maintain PCI compliance, so you don't have to. If you want to minimize your PCI compliance burden, agents can connect consumers who are ready to make a payment to IVR to securely make a payment.

## Benefits

- **24/7 access** to account balance and payment history
- **Increase collections** without increasing staff effort
- **Fast, easy payments** for consumers who don't want to talk with agents
- **More time** for agents to work on other mission-critical tasks
- **PCI Certified**



Not only does IVR Advantage increase payments by eliminating the sometimes embarrassing human factor, it makes paying convenient for consumers by offering 24/7 access. The system authenticates each call quickly and easily utilizing caller ID, as well as provide a SMS receipt for the consumers' records. Call performance and insights is reported back to you. And IVR payments are integrated with our payment portal, providing you with one remittance at the end of the day. Best of all, these innovations mean your agents are freed up to focus on other income-producing tasks!

## The Payment Flexibility Consumers Want, Beyond 9 to 5

For some consumers, IVR is the preferred method for payment—especially when they don't have time to pay their bills during the workday. IVR allows people to pay when it's convenient for them, not just when your agents are available.

## Trust the Industry Leader

RevSpring leads the industry in innovative payment solutions. We're dedicated to providing a professional, efficient and well-defined implementation process and ongoing quality service. Let us put the power of IVR Advantage to work for your collections business today.



## Features

- Accept payments 24/7/365, when your call center isn't staffed
- Payments registered in your AR system
- PCI certified