

# IVR Advantage™

Outbound IVR



## Improve collections, decrease costs, and increase efficiency

Save time and improve collections—while freeing agents to work on more complicated cases that need human interaction—with IVR Advantage™. Our PCI compliant technology, combined with nationally recognized voice talent, allows you to confidently execute multiple call campaigns based on consumer segments.

Preloaded account numbers and balance information means consumers can get balance information or pay quickly and easily without talking with an agent. Consumers who prefer to talk with someone, can choose that option at the push of a button. Consumers benefit from payment flexibility when IVR Advantage is integrated with your pre-determined payment options.

IVR Advantage provides interactive, personalized phone calls to help your consumers easily and seamlessly settle their accounts, without requiring additional staff. It is an automated outbound calling tool to contact, communicate with, and collect payments in an efficient and cost effective way.

## Benefits

- **Improved** collections
- **Configurable messaging** based on campaign data
- **Proven ability** to drive consumers to pay sooner
- **Increased** call center and business office productivity
- **Slash** document and letter costs



## Secure Payments From Any Location

Our payment solutions are independently validated and audited to maintain compliance with the industry's top security certifications:

- PCI DSS v3.2.1
- HITRUST CSF v7
- HIPAA/HITECH
- SSEA 18, SOC2 Type II

## How It Works

Easily populate data via our API or simply drop a file to our secure encrypted web portal or FTP. IVR Advantage uses your data to create customized consumer calls. Outbound IVR is an easy-to-use service that requires no up-front investment in hardware or software, and usually can be implemented within 30 days. And our proprietary technology delivers predictable pricing so you can budget with confidence.

As the industry leader, we understand the regulatory pressures you face. Our outbound calling and automated payment technology is a proven, PCI compliant tool to manage the legal landscape in which you operate, and using our outbound IVR can significantly boost collections.

This powerful technology is available to assist your collections business and is backed by the experience and commitment of a long-time industry leader committed to helping you meet your collections goals.

What are you waiting for?

## Features

- Available in English and Spanish
- High Quality Professional Voice Talent
- Automate Payment Collections

