

PAYMENTS ARE A CALL AWAY

Let customers pay and
check their accounts by
phone with IVR services

Want to take more payments over the phone without hiring additional staff? CSG Forte has you covered with our Interactive Voice Response (IVR) service. Let your customers pay any time of day, with faster service and better security, and free up your staff.

CSG FORTE'S IVR HELPS ORGANIZATIONS



Offer flexible payment times – Let customers pay by phone at any time of day, on their own schedule.



Save time – Automate payment acceptance so your staff can focus elsewhere.



Enhance efficiency – Reduce hold times and increase first contact resolution.

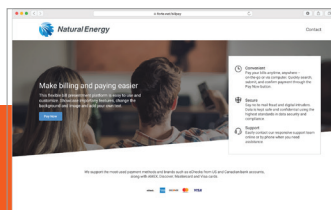
A ROBUST CHECKOUT SOLUTION THAT CAN BE CONFIGURED TO YOUR NEEDS.



CSG FORTE'S IVR HELPS YOUR CUSTOMERS MAKE PAYMENTS FROM ANYWHERE, ANYTIME.

ROBUST FEATURES

- > **Secure solution**
Minimize the risk of breach or fraud with a fully PCI-compliant service.
- > **Built for everyone**
Our system uses accent-neutral voice, available in English and Spanish.
- > **Any payment method**
Accept credit/debit card and ACH payments.



CSG FORTE'S IVR SOLUTION WORKS IN CONJUNCTION WITH BILLPAY TO GIVE CUSTOMERS A SIMPLE, COMPUTER-FREE METHOD FOR PAYING BILLS AT HOME OR ON-THE-GO.

PAIR IVR WITH BILLPAY

CSG Forte's IVR solution works in conjunction with BillPay to give customers a simple, computer-free method for paying bills at home or on-the-go. Our IVR technology reads the merchant's bill definition files (both standard and custom), which are the same files used for BillPay web application. Payers are provided vital information regarding their bill(s) once they query for account/bill number with our IVR system.



Performs the card-not-present or eCheck capture transaction while the customer is on the phone.



IVR subscription can be configured to support partial payments and over payments.



Ability to configure payment ordering so customers can choose to pay the oldest bill first or all their bills at once.