



PayIVR™ Interactive Voice Response Payment System

Reduce overhead costs and provide customer convenience with IVR payment processing

[Request Information](#)

Collect Payments with an Automated Phone Payment System 24/7

Our IVR payment system allows automated phone payments that can be used during and after business hours, 7 days a week, 24 hours a day. Reduce call handling time and increase bill collection with PayIVR™ from PaymentVision™. Using our IVR payment system, customers use voice prompts to take them directly to making a payment over-the phone. Customers can easily check balances and make one-time or recurring payments over the phone using credit card, debit card, or ACH.

This **IVR payment processing** system is the perfect solution for call centers to reduce live operators having to manually enter and process payments. Payments made over-the-phone are sent to the payment portal, which allows your company to easily view in real-time. PayIVR™ improves customer experience and increases bill collection by automating phone payment processing. The IVR payment system is PCI compliant and uses the highest level of security, so your customers don't have to worry.

What is IVR Payment Processing?

IVR stands for interactive voice recognition and is a way to quickly route customers to automatic payments over-the-phone or check account information. An **IVR payment system** uses custom voice prompts to provide customers with options of checking account information, balances, or to make payments. Customers respond to the IVR phone system using their voice or DTMF tones that are recognized.

Reduce Overhead Costs and Decrease Hold Times

IVR payment processing alleviates the overhead costs associated with additional call center agents to answer phone calls. Using our **IVR phone system** doesn't require additional employees for increased calls. Customers can have a choice to speak with existing staff or quickly make a payment through the IVR system. Instead of waiting for traditional business hours, IVR payments can be made 24 hours a day. Allow your customer service operators more time to offer better service and less time entering payments.

Hold times play an important factor of whether or not a customer makes a payment over the phone. In a study of one call center, 50% of customers abandoned phone calls after [waiting 45 seconds](#). Reducing customer hold times can both increase customer experience and increase bill collection. During periods of higher call volumes, our IVR phone system can reduce customer wait time to pay bills.

IVR Payments for Faster Bill Collection

Customers using PayIVR™ don't have to be stuck on hold, which means faster bill collection. Providing IVR payment processing allows customers to check their bill and make payments when it's convenient for them. Customers can also be provided with the option to pay on multiple accounts in one call. To further improve their customer experience, they can provide a description to differentiate between which account they are making a payment on. Giving the option of an IVR payment system increases

customer satisfaction and offers a customized experience. Using custom voice prompts combined with multi-lingual (optimized for Spanish speaking) provides customers a payment solution that they control.

PayIVR™ can be used alone or be used with [omnichannel payment processing](#). Bill collection can be increased by offering customers more choices in how they make payments. At PaymentVision™, we provide businesses with the right payment processing solutions for your industry. Call centers can also benefit with [PayAgent secure virtual terminal](#). [Contact PaymentVision™](#) today to learn about choosing the right payment processing technology to improve collections.



Customizable Experience

Use custom voice prompts & multi-lingual options to guide callers through your payment steps, and easily funnel payment calls through your phone tree.



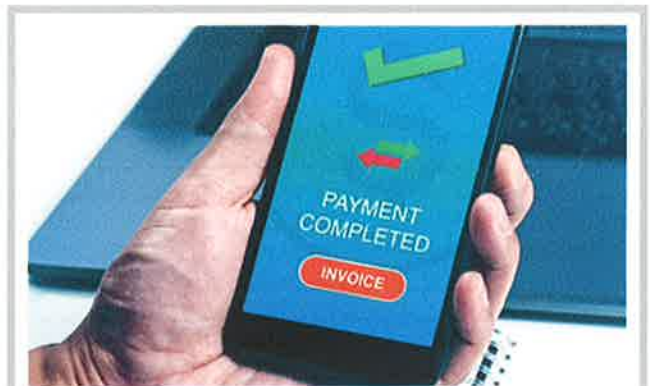
Eliminate Misapplied Payments

Data exchange ensures payments are posted to valid accounts only.



Quick & Efficient

On and off the phone in under 5 minutes using our automated phone systems, your customers will happily trade an uncomfortable call with a collector to pick up the phone and self-cure.



Real-Time Payment Notification

Phone transaction information posts to your system immediately and automatically.



Secure and Compliant

Payments are tokenized and processed safely through our certified PCI-DSS Level 1 compliant systems.

[Learn More >](#)

The Benefits of IVR System for Payment Processing

PayIVR™ provides the benefit to your customers of reducing hold time, so they can quickly make payments. Your customers easily use the voice prompts to access payment options or check account balances. Our IVR payment system allows customers to make payments anytime without needing to speak to (or wait on hold for) a live representative. Your business can also realize various efficiency boosts from IVR bill payments through benefits such as:

- ✓ Reduced Overhead - IVR makes quick work of routine payments while efficiently funneling callers with specific needs to your call center agents.
- ✓ Scalable – increase the number of calls (and payments) you take without needing to hire and train new personnel.
- ✓ Fast setup with hands-on support – A dedicated quality services representative manages your implementation in under 30 days from start to finish.
- ✓ Customer Convenience - Customers can make payments without the wait.

How PayIVR™ Works

Customers call into the IVR system to check account information and complete payments. After customers choose from the self-service payment options you want to offer, transactions are processed by PaymentVision in our Level-1 PCI Certified IVR phone system. From there, you can simply collect your funds or access the administrative hub to review data and activity across your other payment channels.

1



Customer Calls to Make a Payment

Customers call into an interactive voice response system (IVR) to get account information and complete payments.

2



IVR Presents Self-Service Payment Options

Information is entered securely into a custom branded online portal that matches your business branding and style guide.

3



PaymentVision Securely Processes Transaction

... and recurring credit card, debit card, or electronic check payments are processed securely in a Level-1 PCI Certified IVR phone system.

4



Collect Funds & Get Real-Time Payment Details

...ct your payments and use our online administrative hub to get a centralized view of activity across all your payment channels.

Request information from one of our payment experts to create better payment experiences for your business.

First Name *

First Name

Last Name *

Last Name

Company *

Company

Email *

Email

Phone

Phone

Request information