



PAYMENT IVR

Fully-automated payment collection system, available 24/7

Our secure, robust payment platform operates in state-of-the-art data centres to enable your organisation to process payments at any time. We can help you reduce the time and money spent on processing payments.

Your solution will be fully branded and bespoke to you, with professional voice artist recorded messages included.

Key Features

- 24/7, 365 days payment collection service
- PCI-DSS v3.2 Level 1 Compliant
- 100% hosted solution
- Fully bespoke & branded to suit your requirements
- Real-time reporting
- Multi-currency, multi-lingual & multi-MID
- Professional voice artist recordings
- SMS receipts for completed payments
- Range of integration options available, including FTP (SFTP) or API/SOAP
- Recurring Payments available (CPA)
- Save and Tokenise a card for easier future payments



Opening Questions

- How do your customers make telephone payments when your call centre is closed?
- What if you could reduce the load in the call centre by offering self-service payments?
- How would automatic invoice recovery be done in your office?
- How much call agent time could you save if you had an automated Payment IVR taking payments?
- Can all of your staff take a payment at the same time?
- Can your customers pay off parts of debt without speaking to an agent?

Ideal for Customers...

- Wanting their contact centre staff to take less payments
- Who need a solution to match their current processes
- Wanting to give customers a dedicated payments phone no.
- Looking for 24/7, 365 available payment channel
- Wanting to write and script all the IVR responses themselves or have it totally bespoke to them - not a robotic voice, recorded specifically for them by a professional voice artist
- Who aren't looking for any hardware or on-site setup. Payment IVR is a fully hosted solution.
- Looking to become PCI-DSS Level 1 Compliant
- Wanting daily reports or integration with their existing systems (a range of options available here)

IVR Demo Details

Please call: +1 917 473 8632 (US) or +44 (0) 1302 513 213 (UK)

Demonstration Accounts

Reference Number: 1234567

Amount: Owes £50 – full payment only (Supports multi-currency)

Account Number: 123456

Amount: Enter any amount

Demonstration Card Details

Card Number: 4444 3333 2222 1111

Expiry Date – Any date in the future. E.g. 11/20

CVV - 123

Key Industries

- Debt Management & Debt Collection
- Financial & Insurance Services
- Universities & Colleges
- Parking Enforcement
- Taxi & Town Car Operators
- Utilities & Energy Suppliers
- Housing, Tenancy & Real Estate
- Public Sector & Government
- Travel
- Hospitality
- Retail

Customer / Case Study References

West Kent Housing Association

Automated Payment IVR system that would be able to handle taking card payments 24 hours a day over 7 days a week, effectively meaning that they would be open to take card payments at any time of the day or night. The system could handle a 'break out' if a customer had an issue and needed to be transferred through to the customer services team (within office hours) from the automated line.

Cool Milk

Required a bespoke Automated Payment IVR solution providing a cost effective, efficient and secure service, capturing payments for parents to pay for their child's school milk 24/7.

Due to the extremely high volume of transactions taken, an IVR was seen as the ideal solution to release this traffic to the call centre in a cost-effective manner. A designated telephone number was provided, payments processed in real time and usage activity to be delivered daily in a bespoke format.

Your simPal

A 24/7, 365 donations line to support a UK based Cancer Charity. A dedicated phone number used in their marketing efforts and all fully branded with a professional voice over artist.

Additional Resources

Website: <https://www.keyivr.com>

LinkedIn Page: <https://www.linkedin.com/company/1330739>

Twitter Page: https://twitter.com/key_IVR

Facebook Page: <https://www.facebook.com/Key-IVR>