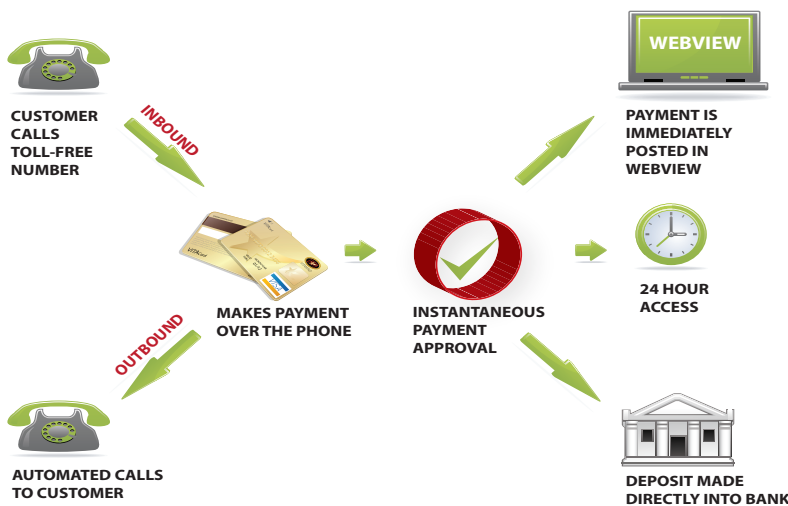


INTERACTIVE VOICE RESPONSE

BestBill's inbound and outbound Interactive Voice Response (IVR) technology optimizes customer interactions over the phone and allows around-the-clock bill payment.

Companies are increasingly turning to IVR to maximize customer interactions and to increase the number of automated payments received through multiple channels. IVR reduces costs associated with telephone inquiries, service requests, payment collections, and support calls.



INBOUND AND OUTBOUND IVR?

Inbound IVR allows customers to call a toll-free number, make a payment and/or retrieve personal information, such as due dates, balances, payment history, and more from any telephone.

Outbound IVR can be used to schedule phone reminders for appointments and payment due dates—allowing customers to quickly and securely submit a payment right then and there. Outbound calls can also be customized to gather data for surveys and other time-critical events and activities.

IMPROVE CASH FLOW

BestBill's IVR technology is a component of our integrated bill-pay technology designed to enhance a company's cash flow position. Visit www.BestBill.com for more information about WebView™, Electronic Bill Presentment & Payment, Print and Mail, Online Pre-Enrollment Forms, Lockbox Remittance, and more.

BENEFITS:

- ✓ Improve Payment Collection Efforts
- ✓ Reduce Costs Associated with Customer Service and Support Centers
- ✓ Deliver Time-Critical Information to Customers Via Outbound Calls
- ✓ Lower Past Due Accounts Receivable Overhead
- ✓ Set Automatic Bill Reminder Calls to Customers Before & After Due Dates
- ✓ Keep Payment Doors Open 24/7 and Provide Multiple Ways to Pay

FEATURES:

- **Real-Time Processing.** Phone payments are immediately processed and identified as a failed or successful transaction while customer is still on the phone.
- **Multiple Ways to Pay.** Customers can make a payment from their bank account or credit card.
- **Quick Implementation.** Pre-built scripts and components can get your IVR service up and running quickly.
- **Brand Continuity.** Customizable call flow script for brand continuity. Scripts can be entirely data-driven or driven by actions that occur during a call.
- **Secure Transactions.** BestBill's IVR is PCI-compliant and has multiple layers of security.
- **Capture Relevant Data.** Reports show all actions—from payment capture to payment posting.

BestBill®

Cash Flow Enhancement Solutions

866 237 8245
bestbill.com