

# Communication Solutions



## Hosted Contact Center

Increases contact rates by 200-300% and turns your agents' idle time into productive time with our industry leading Predictive Dialer or Intelligent PBX as its centerpiece.

- Monitor agent productivity from anywhere with an internet connection
- Easily customized dashboards put the stats you need front and center
- Built in tools that make TCPA compliance a breeze
- Intelligent Call Routing ensures your agents or clients never get a busy signal again



**95%** answering machine detection rates  
**50%** higher contact rates than other dialers,  
**100%** scalable



## Intelligent Care

Combines voice, text/SMS, email, and web self-service technologies to provide healthcare providers the perfect balance of automation and personalization when communicating or taking payments.

- Send out batched appointment reminders and follow up instructions with just a few clicks
- Let patients self-schedule, confirm, or cancel an appointment via text or email
- Accept payments through every channel: web, phone, mobile, IVR, and in person.
- Let patients pay accounts in full, negotiate settlements, or arrange payment plans easily online.



## Intelligent Messaging

Offers a perfect blend of automation and personalization that gets 400% higher response rates by using the communication channels consumers prefer.

- Send a natural-sounding, personalized message to 1000s in just minutes. Leave voicemails without the phone ever ringing.
- Quick and efficient interactive communication. Schedule, automate, and get higher read rates from a preferred communication channel.
- Schedule, manage, and send electronic notices, invoices, reminders, and confirmations from anywhere on the planet.
- Enable web chat services. Fax without machines.
- Use Text-To-Speech technology to create messages that merge data from any source.



## Intelligent IVR

Can streamline any business function that can be broken down into a series of steps using your existing phone system—the possibilities are endless!

- Give customers 24/7 access to frequently requested information like hours and location.
- Automatically authorize and process payments made from around the globe.
- Send customer satisfaction surveys, confirm appointments, and deliver reminders in a click.

# Payment Solutions

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**Intelligent Negotiator**—is virtual negotiation technology that lets your customers pay in full, create their own payment plans, or arrive at a negotiated settlement—all according to the business rules you set up.

- Process payments and negotiate settlements constantly, even when the office is closed.



**13%**

Intelligent Negotiator collects 13% more of the balance due and is preferred by consumers 26-to-1 over live agents.



**56%**

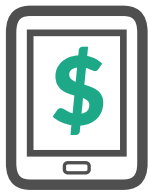
Over 56% of logins result in a payment—much higher than an outbound phone call.



**100%**

100% mobile optimized and integrated with all of our solutions

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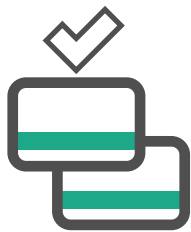
**Easy Payments Now**—secure, mobile-optimized online payment gateway with no setup, low cost, and very little maintenance.

- Accept payments 24/7 without complicated phone processes or waiting for mailed in checks.
  - Get your own Credit/Debit card terminal and eChecks for in-office transactions.
  - Great tools like batch processing, check verification, transaction notifications, and more.
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**Intelligent Payment IVR**—secure, mobile-optimized online payment gateway with no setup, low cost, and very little maintenance.

- Enable customers to make secure card or ACH/eCheck payments by phone 24/7
  - Get your own Credit/Debit card terminal and eChecks for in-office transactions.
  - Create your IVR voice, call flow, scripts, applications, and more or use the default features.
  - Improve customer experience by eliminating long hold times and transfers
  - Send automated voice reminders that connect directly to yourPayment IVR to initiate payments and drastically cut customer service expenses
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**Credit Card Processing**—accept cards in person, over the phone, and via a web portal through our industry-leading PCI certified P2PE solution.

- Get the best card processing rates with no hidden fees
  - Receive the full value of your services with our no cost processing option
  - Use your own customized Virtual Terminal to accept cards in-house
  - Enable agents to take card payments securely over the phone or easily create your own mobile friendly payment portal online
  - Deliver bills, invoices, and statements securely with Electronic Bill Presentment and Payment (EBPP)
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