INTELLIGENT CONTACTS

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 put the stats you need front and center
- 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 by sending through 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.

INTELLIGENT CONTACTS

Payment Solutions

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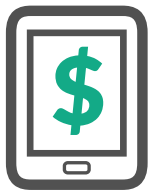
56% Over 56% of logins result in a payment—much higher than an outbound phone call.

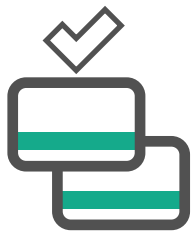**100%** 100% mobile optimized and integrated with all of our solutions

Easy Payments Now
—a mobile-optimized online payment gateway with no setup, low cost, and very little maintenance. PCI-Certified P2PE encryption.

- 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.

Intelligent Payment IVR
—allows your customers to make payments by phone 24/7 without the need for an agent.

- 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 your Payment IVR to initiate payments and drastically cut customer service expenses.

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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