



WALLETRON

NEW PRODUCT INTRODUCTION moBills® CSR Module

In early 2018, Walletron introduced the moBills® CSR Module, a tool for enrolling consumers in the moBills® mobile wallet billing and payment experience while they are on the phone (or chat) with a customer service representative.

Millions of consumers call each day to find out how much they owe on recurring bills. Convert those callers to digital relationships by adding Walletron moBills® CSR module to your channel strategies.

HOW IT WORKS

- CSRs validate callers and offer moBills® as a permanent solution to common questions, including “How much is my bill?” or “When is my payment due?”
- **CSRs use the Walletron CSR Module to push out a moBill to the consumer by text message or email.**
- The consumer taps on the “Add” button and their personalized moBill® is now in their phone and updated automatically every time there is a change to the account.

81% OF CALLERS ACCEPT NEW ENROLLMENT

52% TAP “PAY MY BILL” IN RESPONSE TO NOTIFICATIONS

33% REDUCED CALL CENTER INQUIRIES

“We have a core focus on reducing friction for our customers. A significant pain point for many of them is keeping track of their due date and amount due. We introduce them to Walletron moBills® when they call and over 80% of them are adding our bills to their mobile phones. There’s nothing to download, no passwords to remember. It is so easy, they thank us!”

– Laaiq Malik, IT Director, United Acceptance

The screenshot displays the Walletron mobile app interface. At the top, there is a navigation bar with 'User Profile' on the left and 'Logout' on the right. The main header features the Walletron logo and the text 'WALLETRON Electric & Gas'. Below this is a 'Customer Account' section with a table of account details:

Customer Account	
Account #	511540
Customer First Name	MARY
Customer Last Name	SYMONETTE
Last Payment Amount	\$224.15
Last Payment Date	May 28, 2018

Below the table is a 'Lookup a Different Account' button. The next section is 'Send Wallet Enrollment Links via Email', which includes a text input field for 'Customer Email Address:' and a 'Send Email to Customer' button. The final section is 'Send Wallet Enrollment Links via SMS', which includes a text input field for 'Phone Number:'.

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