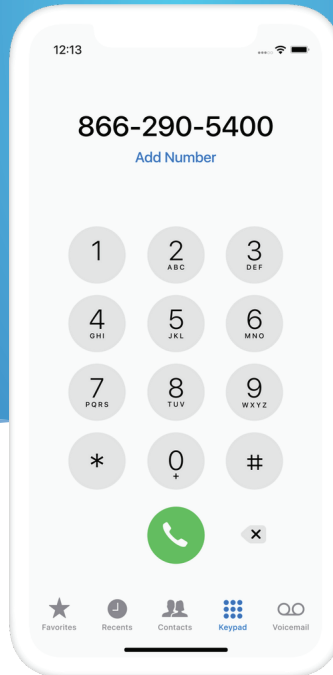


Payments are a call away

Let customers pay and check their accounts
by phone with IVR services



Want to take more payments over the phone without hiring additional staff?
Forte has you covered with our Interactive Voice Response (IVR) service.
Let your customers pay any time of day, with faster service and better security.
This frees up your staff to focus on the complex tasks they handle best.

OPERATIONAL EFFICIENCY

Make payments more convenient



No standard business hours

Let customers pay by phone
at any time of day,
on their own schedule.



Save time

Automate payment
acceptance so your staff
can focus elsewhere.



Enhance efficiency

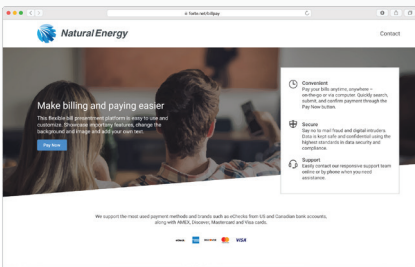
Reduce hold times
and increase first
contact resolution.

Accept payments over the phone today!



Robust Features

- ✓ Secure solution
Minimize the risk of breach or fraud with a fully PCI-compliant service.
- ✓ Built for everyone
Our system uses accent-neutral voice, available in English and Spanish.
- ✓ Any payment method
Accept credit/debit card and ACH payments.



billpay

Pair IVR with BillPay

Forte's IVR solution works in conjunction with BillPay to give customers a simple, computer-free method for paying bills at home or on-the-go. Our IVR technology reads the merchant's bill definition files (both standard acustom), which are the same files used for BillPay web application. Payers are provided vital information regarding their bill(s) once they query for account/bill number with our IVR system.

- ✓ Performs the card-not-present or eCheck capture transaction while the customer is on the phone.
- ✓ IVR subscription can be configured to support partial payments and over payments.
- ✓ Ability to configure payment ordering so customers can choose to pay the oldest bill first or all their bills at once.



Call
866-290-5400

Email
sales@forte.net

Visit
forte.net