



Call Payment Processing: Assist

Assist, a fully automated PCI compliant solution, streamlines card payments to dramatically reduce live agent costs and maximise revenues. Payments are securely processed agent free, anytime and anywhere, allowing organisations to benefit from flexible and cost-saving working practices.

Using Assist completely removes agents from the payment process. The PCI DSS compliant IVR platform securely collects payment to free organisations from the lengthy and expensive procedure of regulatory compliance.

Integrating seamlessly with existing systems and payment service providers, Assist allows organisations to benefit from a secure and forward-looking collections' solution.

A Positive Customer Experience

Feedback consistently shows rewards generated from Assist far outweigh initial modest costs. Increased caller satisfaction and reduced waiting times are further proof that Assist successfully delivers a positive customer experience.

Proven Client Base

Handling in excess of 150 million minutes of calls and £150 million of transactions each year, Assist consistently confirms its reliability and capacity to cope with a wide range of business applications in a variety of business sectors.

Secure and Easy-to-Use

Using its easy-to-operate web management portal, Assist's feature rich options can be configured and controlled in real-time. Simple voice prompts guide callers through payment. Card details are securely sent to payment providers for processing in real time. Customers are secure in the knowledge that Assist never stores sensitive card data. Security is never compromised.

Features of Assist

- PCI DSS Approved
- Accept Payments 24x7
- Fully Automated
- CRM Integration
- Web Management
- Real-time Reporting
- Customer SMS Receipts
- Live Customer Balances
- Branded Voice Prompts
- Hosted Solution

Proven Client Base

- Rail and transport services – collecting on-the-spot fines
- Student services – offering convenient payment channels
- Credit agencies – keeping pace with popular self-service payment options
- Sales agents – securing field sales
- Call centres – reducing agent call time to save costs and manage

We can dramatically reduce your costs by streamlining your card payment operations.