

Offer your Customers a New Convenient Way to make a Payment, Anytime, Anywhere

Fully Automated Bill Payment Service,

SENTIENT's vPay service provides your customers with an intuitive telephone-based solution for electronic payments. By using pre-configured voice scripts we can deploy in weeks not months.

You benefit from a lower cost by directing the majority of inbound payment calls through the automated system rather than through live agents.

Authorisation and Confirmation,

Payment authorisation is in real time over secure links. You can review individual payment status using the web report-

ing tool. Your customer chooses to use the self service option and is transferred to the service where they are greeted, identified and validated.



Transactional details such as account/bill reference number, payment amount and credit/debit card details are spoken or input using the keypad of the phone.

A unique transaction code is generated and then spoken back to the customer. By giving

your customers **24 x 7 Access**, vPay achieves both high customer satisfaction scores and rates of call completion.

Real Time Reporting,

Clients get access to a secure browser reporting tool. They can look at details of the calls taken, payments processed and information on where callers discontinue or break out to an agent.



The Easy Way to Pay

- Available 24 x 7 x 365
- Simple user interface
- Built in Error Correction
- Resilient & Secure
- Breakout to a live agent if required
- Issues a receipt by voice
- National Number 0800 or 0870
- Comprehensive Reporting

Customer Account Management

vPay is not just a payment service, many customer service calls associated with bills are to query the balance or the transaction history.

vPay offers **Comprehensive Account Management** features giving rapid access to information and a break out option to speak with a live agent.

Order and Fault Tracking modules are also available to inform callers on the progress of a sales order or fault ticket.

A **Meter Reading** module is available which lets the customer update their own readings automatically, ideal for utilities.