



VoiceWeb presents

CCVI **Credit Card Voice Information**

“How can I inform you about your credit card today?”



Description

CCVI provides information related to multiple credit, debit or other smart cards over the phone. Instead of using a human powered call center, the process is automated using a Speech Recognition-enabled IVR system.

Benefits

Improved Customer Service Quality

- Exceptional Interface Design - No Tree-like Menus
- 24x7 Service Availability - Zero Waiting Times
- User Friendly & Personalized Communication
- Consistent Quality of Caller's Experience

Operating Cost Savings

- Highest ROI in the Contact Center Marketplace

Business Innovation

- Strong Differentiator Factor
- Brand Equity Enhancement

Increase in Service Efficiency

- Faster Call Handling - No Lost Calls
- Scalability: Modular design & open architecture ensure that ever evolving business needs are met
- Cross-Selling Opportunities

Product Highlights

- Speech Recognition Enabled
- Exceptional Caller Experience
- High Automation Rate
- Wizard Style Process
- Management Console
- Seamless Integration
- IVR Platform and Speech Engine Independent
- Flexible Business Models (pay as you save, full ownership, hybrid)

Functionality

User Options

CCVI can provide users with the following card information:

- Current Balance
- Credit Limit
- Last Purchase Date
- Latest Statement Information
- Latest Transactions
- General Card Information

or any other piece of information stored in the customer's database.

Multiple Caller Authentication Methods

CCVI can be configured to authenticate users using a combination of up to 3 of the following criteria:

- Date of Birth
- ID Number
- ID Issue Date
- Passport ID
- Home Phone Number
- Work Phone Number
- Mobile Number

or any other piece of information stored in the customer's database.

Multiple Card Type Support

The system supports most popular card types (Visa, MasterCard, AmEx, Electron etc).

Multi-Tenant

The service can be configured to support cards from several banks simultaneously.

HOST Integration

The bank's or Credit Card Processing (CCP) Company's Card Management System communicates with the **CCVI** service via a predefined protocol.

Call Center Connectivity

A call center with live agents may be used either as a fail-over or as a supplementary service.

Advanced Logging & Reporting

A web console provides detailed logging and reporting information regarding service usage and key performance indicators (KPIs).

Call Recording

Call recording can be set from the administrator on-demand, aiming at an ongoing monitoring of service quality.

About Voiceweb

VoiceWeb is an international **Speech Application and Mobile Marketing Provider** with offices in 7 countries. VoiceWeb develops and operates a variety of cutting-edge **Voice, SMS, Web, Video and Smartphone** applications that create new revenue opportunities and improve customer satisfaction. VoiceWeb is committed to providing next generation interactive value-added and customer care services to its clients so that they can enhance their relationships with their customers.

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