



VoiceWeb presents

MVA **Merchant Voice Authorization**

“Would you like to authorize a transaction today?”



Description

MVA is an automated phone product for merchants lacking a POS terminal connection. By simply calling an IVR system with Speech Recognition capabilities, merchants can have credit card payments approved. Credit Card Processing (CCP) companies can also offer this alternative to merchants who have credit card imprinters instead of online POS terminals.

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
- Wizard Style Process
- Multilingual
- MultiCurrency
- Management Console
- Seamless Integration
- IVR Platform and Speech Engine Independent
- Flexible Business Models (pay as you save, full ownership, hybrid)

Functionality

Multiple Merchant Authentication Methods

Merchants can either be authenticated by the merchant code or the phone number used to make the call.

Installment Support

Merchants can select the number of installments their customers wish.

Multiple Currencies Support

The system supports payments in multiple currencies defined by the bank or CCP company per merchant.

Multiple Card Type Support

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

V-Receipts

V-Receipt are unique n-digit codes only known to the merchants and their customers. With this code merchants can claim payment from the bank and customers track payments for the specific transactions.

HOST Integration

The bank's or Credit Card Processing (CCP) Company's Card Management System communicates with the **MVA** 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 the service quality. Call Recording may also be used as proof in case of dispute.

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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