

Interactive Voice Response

Helping Financial Institutions Improve the Quality of Customer Service While Reducing Costs

Put First Data's Expertise to Work for You

Twenty years of experience building managed Interactive Voice Response (IVR) solutions that maximize customer satisfaction and IVR use allows First Data to offer financial institutions the solutions needed to serve customers the way they want to be served. First Data's access to the latest technologies, designed to put the customer first, is supported by over 500 live inbound and outbound applications.

Ease of Use and Seamless Integration

Interactive Voice Response accepts touch-tone and spoken commands, allowing accountholders to access account information, make loan payments, transfer funds and much more — 24 hours a day, 7 days a week — from any type of telephone. Using continuous speech recognition and touch-tone commands, customers can effortlessly navigate the system.

The turn-key solution is easily integrated with very little upfront investment by the financial institution. With flexible deployment options, financial institutions have the ability to start small and expand on demand.

Offers a New Level of Customer Satisfaction

Customers are looking for self-serve alternatives to online banking and IVR provides the solution. Designed to put the needs of the caller first, IVR allows customers to:

- Make balance inquiries
- Make loan payments
- Transfer funds
- And more!

Reduces Costs

First Data hosted IVR allows financial institutions to quickly build, deploy and manage a customer-friendly solution at a fraction of the cost of an on-premise solution.

With the average cost of an on-site teller transaction estimated at \$1.03 and the average cost of a call center transaction at \$3.00 per call, financial institutions are in need of ways to save on costs, while still meeting and exceeding the expectations of customers. IVR offers a low-cost way to provide customers with another self-serve option. Not only will IVR save on transaction costs, but will help maximize employee productivity.

In addition to cost savings, other benefits of a hosted IVR solution include:

- Guaranteed compliance
- Easier maintenance and support
- Expandability

Ensures the Security of Accountholder Information

Using IVR, accountholders receive convenient and private access to their personal account information without compromising the security of that information. Accountholders rest assured knowing that their account information is protected and can only be accessed when authenticated with the correct PIN or password.



Functionality Includes:

- Account inquiries on checking, savings, loans, CDs, IRAs and credit cards
- Transaction history for checking, savings, loans and credit cards
- Interest information – interest rate, prior year and year-to-date interest paid
- Funds transfers between related accounts, including loan payments
- Merchant Check Verification
- Press “0” transfer to FI personnel

Optional “Value Added” Feature:

- Voice Recognition

A Global Leader in Electronic Commerce

First Data powers the global economy by making it easy, fast and secure for people and businesses around the world to buy goods and services using virtually any form of payment. Serving millions of merchant locations and thousands of card issuers, we have the expertise and insight to help you accelerate your business. Put our intelligence to work for you.

For more information, contact
your First Data Sales Representative
or visit firstdata.com.