



First Data® Customer Care Organization Interactive Voice Response

Let your customers choose the type of help they want.

Some of your customers prefer self-service for their routine support needs. With 24 / 7 availability, our Interactive Voice Response (IVR) system gives customers unlimited access to your business – wherever and whenever they need it.

First Data IVR assists your customers automatically by touch-tone keypad or voice recognition, without a live call center agent. Callers may re-redirect to a live agent at any time for more complex service needs.

Our IVR applications range from generic to customized. With our **Card Touch** application, you select from different modules to build an IVR solution that's right for your business.

First Data IVR solutions efficiently offload routine customer service calls – while helping to reduce your operations costs.

Benefits to Your Business



Customization

Our IVR programming options can be modified and personalized to create a highly interactive customer self-service experience.



Streamlined Integration

Our service is designed to integrate with your IT or telephony systems to decrease your programming efforts — helping you to save time and operational costs.



Customer Options

Your customers choose from our telephony menu options to quickly find the information they want — or opt to redirect to the most appropriate call center agent.

2Way-Connect^(SM)

Your customers want timely notices and alerts to better manage their accounts. Our 2Way-Connect automated outbound customer notifications provide time-sensitive, relevant information through single or multiple contact channels. You just pre-define when and how to notify your customers.

Satisfy your customers with choice:

- Our automated voice system calls their home, work, or mobile phone number
- Send text messages at any time and anywhere to the mobile phone of your on-the-go customers
- Deliver timely notifications directly to your customers' home or work email address

Free to End User Delivery

Show your customers that you keep a watchful eye on their card account transactions. Our 2Way-Connect Free to End User service delivers text alerts to verify potentially fraudulent card account activity.

Based on your customer's response, First Data works with you to take action.

Our Operational Scale

Leading Technology

Speech recognition, text-to-speech, computer telephony integration.

Multi Language

Support available for 79 languages.

First Data[®] Customer Care Organization Interactive Voice Response

Our state-of-the-art platform is reliable, scalable, and customizable for easier integration with the First Data host system, operations, and contact center.

Let your customers choose the type of help they want. First Data supports multiple carriers and currently hosts over 1,000 IVR applications, helping you to balance automation with an exceptional customer experience.

IVR Programming Options

With multiple IVR programming options available, you can customize a solution that fits your customers' needs. Most options can be modified and programmed with personalization, to help drive customer loyalty and engagement.

Custom

Full customized design and development options are available to meet your customers' specific requirements. With IVR applications available for any industry, we provide your customers with quick access to the right support information.

Semi-Customizable

Better meet your cardholders' support needs with our IVR applications available for the Financial Services industry. Card activation validation, PIN select, token customization, and multiple customer service options available when needed.

Standard

Pre-designed IVR applications available for the Financial Services industry to meet your cardholders' basic support needs. You can easily manage debit and credit card activation validation through efficient IVR automation.

For more information, contact your Account Executive, or visit FirstData.com.

First Data[®]