

experience · security · efficiency™

VEPAY® SOLUTION OVERVIEW

VePay enables customers paying bills, making reservations or any other transaction via credit card, to quickly and securely provide their card details by speaking directly with a company's host computer.

HOW VEPAY CAN CREATE VALUE FOR YOUR ORGANISATION

VePay simplifies the process of making credit card payments, via any telephone, by eliminating the need for customers to wait in a queue for an available operator to take their payment details or to struggle with frustrating push button systems.

Utilising the latest in speech recognition and communications technology, VePay allows organisations to improve customer satisfaction levels without additional labour costs and reduces errors in notation of credit card numbers.

VePay also supports alphanumeric identifiers, dramatically increasing the scope of possible applications.

Significantly, a voice enabled payment solution can reduce the cost of manually processing customer credit card payments performed in large call centres by as much as 85 per cent.

DEALING WITH HIGH VOLUME FINANCIAL TRANSACTIONS OVER THE PHONE

Inbound customer card payment calls are frequently managed via call centre agents or time consuming

push button IVR (Interactive Voice Response) systems. Queuing customers for an excessive period of time results in high levels of abandoned call rates, as well as generating a poor customer service image. This translates directly to missed revenue opportunities for booking agencies.

VePay generally requires less than half the time to perform the transaction compared with push button IVR, as by talking directly to your host computer systems, customers are able to make their credit card payments without waiting online for call centre agents to attend to them.

REDUCING IDENTITY FRAUD

Identity-related fraud is one of the fastest growing areas of crime globally and it is of increasing concern to banking and finance sectors. The Australian Federal Police estimate that identity fraud costs businesses (and ultimately consumers) over \$2 billion per year. Identity fraud is difficult to detect and has a significant emotional impact on its victims, comparable to that of violent crime. Most victims only find out about fraud through their own investigations and, on average spend around 600 hours resolving the issue.

For additional security, our VeSecure® solution can be used in conjunction with VePay to ensure only the genuine cardholder can say the card number and thus 'authorise' the transaction. Like a fingerprint, everyone's voice is unique and VeSecure can distinguish individual speech patterns to accurately authenticate the user.

vepay

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SOLUTION BENEFITS

- Supports alphanumeric identifiers
- Supports enhanced card security such as CVV identifiers
- Supports increased card holder security using VeSecure
- Eliminates mistakes typically experienced with push button IVR systems
- Requires half the time to perform the transaction compared with push button IVR

VEPAY APPLICATIONS

The first step in exploring how VePay could improve your business is to review your current call centre credit card payment activities. If there are obvious areas of high volume manual or IVR credit card payment activity, your call centre will benefit from VePay.

VePay is applicable to any 'over the phone' credit card payment service, including:

- Utilities
- Account 'top-ups'
- Booking agencies
- Retailers
- Telcos or Internet Service Providers
- Financial services agencies
- Catalogue
- Trade Suppliers

SOLUTION FEATURES

- Save significant costs as call centre agents no longer need perform this repetitive task
- Shorter overall call time reduces 13 or 1800 costs
- Significant customer satisfaction improvements
- Improvement in the call centre working environment
- Agents have more time to focus on revenue based activities instead of processing repetitive payments

ABOUT SALMAT VECOMMERCE

Salmat VeCommerce has developed voice self-service solutions since 1998 and today is one of the most experienced and successful application developers and systems integrators in the industry focusing on automated and scalable voice enabled caller identification and verification (ID&V) solutions.

Salmat VeCommerce assists organisations deliver exceptional customer interactions. This is achieved through a detailed analysis of existing customer processes and the development and provision of applications that utilise speech recognition, voice biometrics and other related interaction technologies.

The organisation has worked with its customers to deliver business benefit driven industry innovations including, the world's first commercial natural language wagering solution, the first voice biometric solution for the insurance industry, the first natural language call routing solution for the financial services industry and the first voice self-service real-time credit card bill payment system.

Over 60 customers globally, including: NAB, Suncorp, Telstra, Westpac, Link Market Services, ahm, Pizza Hut, Ticketek, Child Support Agency, TelstraClear, Standard Life, Australian Hearing, New Zealand's Ministry of Social Development and Inland Revenue Department and Tabcorp.

Salmat VeCommerce is a sponsor of the Voice Leadership Group, an industry association whose members are organisations that have deployed, or plan to deploy, voice self-service or speaker verification solutions.

Salmat VeCommerce is a wholly-owned subsidiary of Salmat and has offices in Australia, New Zealand, the UK and US.

