



PayConcierge®

Integrated Voice Response

HOSTED & PCI COMPLIANT IVR SYSTEM

AUTOMATES THE PROCESSING OF CREDIT

CARD PAYMENTS OVER THE PHONE



SECURE PAYMENTS MORE OPTIONS

PayConcierge IVR is a fully hosted, multi-lingual IVR solution providing municipalities with near real-time balance and payment information. Our hosted IVR system features powerful back-end technology and data integration along with Caller First design and Analytics. PayConcierge IVR provides simple, intelligent, personalized communications for a variety of departments including utilities, tax and many more.

Built with our powerful cloud-based platform, the application can be up-and-running in just a few weeks. Plus, it is fully equipped to scale with your changing agency and customer needs. From unlimited inbound lines (never a busy signal!) to detailed analytics, our IVR solution incorporates all the features a municipality expects.

With our hosted IVR system you only pay for the actual services you need.



SIMPLE TO USE QUICK ACCESS

Our fully hosted solution requires no investment in hardware, software, upgrades or additional resources, helping you realize an immediate return on investment. simple, intelligent and personalized communications for municipalities.

KEY BENEFITS FOR MERCHANTS

- **Powerful analytics for business intelligence**
- **Support for multiple languages**
- **Out-bound calling for payment reminders or alert**
- **Support for transferring caller to local CSRs**

Enhance the customer experience and reduce costs with intelligent voice automation and innovative contact center solutions.



AUTOMATED MERCHANT SYSTEMS
INCORPORATED

Experts in Electronic Payments
www.automatedmerchant.com

(407) 331-5465

SECURE PAYMENTS

We remove the handling of cardholder data. Significantly reduces your exposure while protecting customer data.

WITH HIGH VOLUME IN OR OUTBOUND

CALLING OUR SOLUTION HAS ALL THE

FEATURES OF A WORLD-CLASS IVR

THE CALLER EXPERIENCE

The key to a successful business is successful and happy customers. We don't just provide great technology; we also provide a great user experience. This benefits our clients and their customers. We design a solution with callers in mind. We automate what makes sense to automate to get your customers on and off the phone as quickly as possible, with a good customer experience. Also, by integrating your IVR solution with your internal data we provide a more personalized service to your customers.

SPEED AND AGILITY

Our modular solution enables us to quickly create a custom, targeted product without the time, expense and risk of a product built from scratch.

AUTOMATED MERCHANT SYSTEMS
INCORPORATED

The PayConcierge IVR platform is HIPAA, PCI Level 1, and SSAE 16 Type II compliant and supports a wide array of capabilities.

- **In-bound calls for balance inquiry and payments**
- **Payment by credit, debit, and pre-paid card**
- **Unlimited in-bound volume**
- **Near-time balance and payment information**

FULL INTEGRATION

Our unique service-based architecture allows the application to run on various platforms and be accessed across networks, enabling the solution to be deployed in any environment. The system provides import/export capability with AR & ERP systems, lockbox services and customer relationship management (CRM) systems.

WEB & EMAIL

www.automatedmerchant.com
sales@automatedmerchant.com

TELEPHONE & FAX

(407) 331-5465
(407) 331-7524

OUR ADDRESS

600 Northlake Blvd., Ste. 230
Altamonte Springs, FL 32701