

CommSecure



enabling eBusiness

IVRSecure

Making phone payments as easy as possible

IVRSecure is a fully integrated phone and payment management solution that provides an easy and convenient way to accept bill payments.

In today's busy world, it's easy to neglect paying those mounting bills. By using IVRSecure, companies can offer an easy and convenient payment facility that their customers can access anywhere and at any time simply using a telephone.

IVRSecure is an Interactive Voice Response (IVR) phone payment service managed by CommSecure. The facility operates 24 hours a day, 7 days a week, providing continuous availability of service.

No investment in infrastructure

IVRSecure enables companies to extend their existing payments receipting to a widely available phone based channel without the need to invest in new systems and infrastructure.

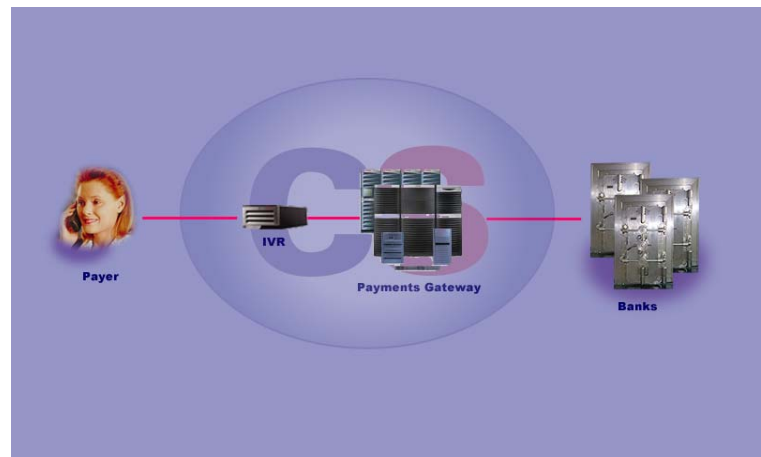
The IVR facility can accept thousands of calls per hour. Each call resulting in a payment is automatically passed onto the CommSecure payments gateway for real-time credit card processing.

Customised service

With IVRSecure, a professional announcer is used for all voice recordings, this includes the recording of the company name. Companies can choose from one of the standard voice prompts or have a special recording and call flow customised.

Cost savings

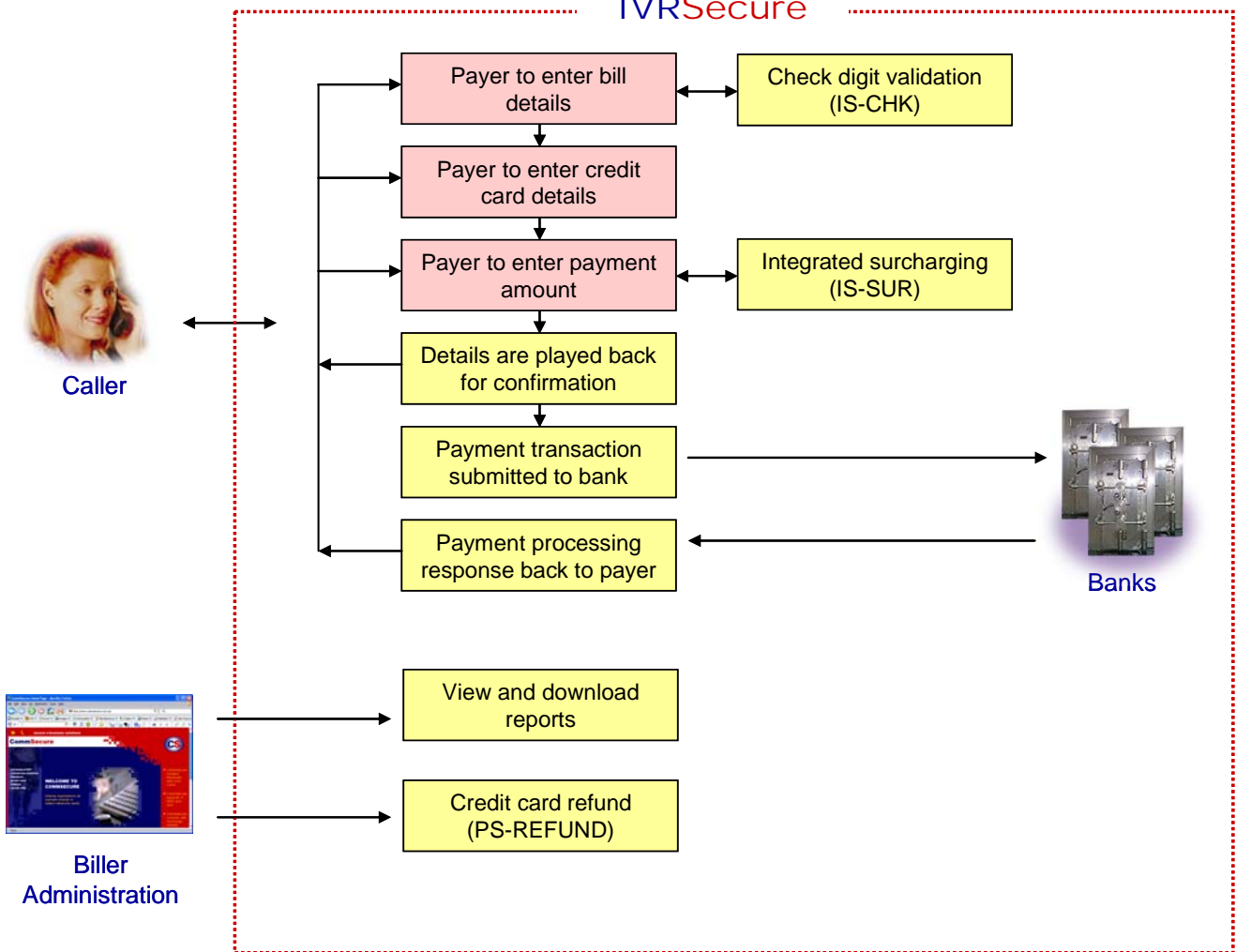
By offering IVR payments, companies can reduce the cost of receipting by encouraging customers to opt for lower cost electronic channels rather than the traditional and more costly methods of cheques or over-the-counter processing. Electronic payments processing generally means that funds are available to the merchant the next business day. This potentially can improve cash flow and reduce cost of manual payments reconciliation.



Features

- Professional announcer voice recording, including company name
- Dedicated phone number
- Supports thousands of calls per hour and over 50 simultaneous calls
- BPAY check digit validation on payment identifier
- Integrated real-time credit card payment
- Integrated surcharging to payment amount
- Real-time receipt playback to caller
- Supports merchant acquiring through major Australian banks
- Accepts VISA, Mastercard, Bankcard, American Express, and Diners
- Payments report in various formats including CSV and BPAY formats
- 24 x 7 system monitoring and management
- Payments gateway housed in dual data centres

IVRSecure



Code	Type	Description
IS-IVP	Core	IVR phone payments (credit card)
IS-CHK	Add-on	Integrated BPAY check digit validation on payment identifier
IS-SUR	Add-on	Integrated surcharging to payment amount
IS-ADD	Add-on	Incorporate additional service types to call flow
IS-REC	Add-on	Special recording for standard call flow
PS-REFUND	Add-on	Integrated credit card refund from administration module

About CommSecure

CommSecure, an ASX listed company, is a leader in the provision of e-receivables business applications and services, providing an end to end business process solution from billing through payment to reconciliation and records archiving. CommSecure solutions include e-billing, e-payments, IVR phone payments, direct debit payments and management, customer self-serve and call centre applications, reconciliation and archiving.

Contact us today to find out how CommSecure can help your company upgrade its e-receivables capability quickly and cost effectively.

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