



# SAVP – SECURE AUTOMATIC VOICE PAYMENT

## Reduce operating costs!

### The Solution

#### Secure Automatic Voice Payment

### SAVP

#### The Benefits

1. The ability to answer phones 24 hours a day, 7 days a week
2. Able to interface client's preferred bank .
3. Supports most major credit and charge cards
4. Sensitive data may be keyed in, and other data may be spoken.
5. Multi-modal receipt delivery !!. Receipt numbers can be spoken, emailed (given a suitable mailing list), sent by SMS notified to a (paper) mailing server or Faxed
6. Substantial cost reductions and "real" return on investment
7. SAVP can be provided as either a **Hosted** or stand alone product
8. Custom integration can be provided as required

#### Intended Customers

- Government
- Business

#### Platform

- Delacon voice Server
- Windows or Linux Solution available

### How do customers automatically pay their bills over the phone 24 hours a day, seven days a week with multiple service levels?

Delacon's Automatic Voice Payment – **SAVP** gateway provides instant access to the payment system. Customers can pay bills 24 hours a day seven days a week.

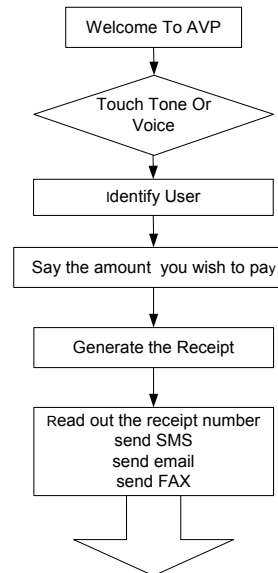
To avoid long call holding times, secure use of credit card payment can be made over the phone, Delacon has developed the sophisticated Voice XML product called **SAVP** or Automatic Voice Payment.

**SAVP** provides an organization with the ability to effectively pay their bills around the clock, 24 hours a day seven days a week. For example, when a customer phones in they can be identified by their caller ID or by saying their mobile number. Once they have been identified, they are asked to say the amount of money they wish to pay. The caller is then asked for their credit card details. SAVP then use a secure credit card gateway. An automatic payment of the users credit card is then processed.

**SAVP** can provide the customer with a range of options

1. Providing clients with a transition path from tone to speech usage
2. If the customer requires operator assistance, they can be transferred to an operator for further options.

3. Receipts numbers can be generated by Voice, SMS, FAX or email – if it available
4. **SAVP** can integrate with all standard databases.



**SAVP** can provide security using pre-programmed authorisation or PIN numbers. Security levels can be incorporated at any stage of the call. **SAVP** will deny the caller access to the service if it cannot verify the customer code. Delacon can customize **SAVP** to make use of customer's *voice print* as password for customer identification in feature transaction.

**Email or call us for an onsite demonstration.**