



Secured Ezypay

Tele-IVR Payment Services for Call Centers



Effective, simple and secured Interactive Voice Response for credit card payment

OVERVIEW

NEC - Ezypay's innovative and secured IVR (Interactive Voice Response) payment service is designed to assist both telemarketing and call centers to accept payments in the utmost friendly and secured ways.

The Tele-IVR system is specifically designed for call centers that want to improve their customer service by offering 24/7 order taking and credit card payment service through the telephone.

FEATURES SUMMARY

- PCIDSS secured certified payment gateway site
- Webpage for call center agents to interact and enter order transactions
- Real-time credit card processing
- Personalized integration, call flows and voice scripting
- Real-time web reporting and data download

BENEFITS

- Improve your service offerings and competitive advantages
- Enhanced call center/telemarketing staff productivity
- Increase sales and cash intake

Ezypay is an innovator in secured mobile technology solutions that exploits and adds value to the latest available mobile and broadband communication infrastructures.

Ezypay provides payment and secured exchange solutions that promise to be multi-network in acceptance which enables pervasive mobile transaction and can be readily available to all payment instruments.

NEC, together with our technology partner Ezypay, is pleased to offer a convenient, ease of use and highly secured payment service to our valued customers. By leveraging on both our extensive experience and in-depth domain knowledge, we are able to deliver a much needed ubiquitous service that will greatly benefit our customers.

The inherent problem of giving the customer a secured and convenient way to make payments via telemarketing or call centers

is not new. Some call centers use internet or POS terminals for agents to enter customers' credit card details while maintaining telephone contact with the customers. This method, though practiced in some countries, compromises the security of the customers as the credit card details are disclosed through the telephones. Hence it is not unusual for the customers to hesitate or decline in proceeding with the payments even after the orders have been entered.

The user-friendly Ezypay Tele-IVR payment service fills the security and instant payment gap. The service will enable call center agents to enter the order information and redirect customers to a secured IVR payment gateway site. The interactive voice will greet the caller, announce order details and request the customer to provide credit card details via standard touch-tone keypad on the telephone.

The payment gateway is customizable to announce other information such as company's name which in turn will increase confidence and likelihood of payments by customers.

NEC Asia, a wholly subsidiary of NEC Corporation based in Singapore, is a leading information technology services provider that specializes in system integration and consultancy services. NEC's suites of solutions and services encompass systems integration, global identity solutions, RFID solutions, financial solutions, retail management solutions, enterprise servers, telecommunications and network solutions, multimedia products, managed services and outsourcing center (MSOC), manufacturing business solutions, ERP, imaging and workflow solutions, enterprise portals and NECare Service Center.

Security is one of the key concerns for enterprise and government. Leveraging on NEC's strength in providing secured solutions and protections in government space at the national level, NEC is pleased to provide similar offerings to customers in the Financial Services & Insurance (FSI) industry through NEC Asia - FSI Division. With NEC's proven technology and best-of-breed offerings from leading technology partners, NEC Asia - FSI Division is able to provide a total solution which is robust, resilient and reliable for our customers.



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