



TELEPAY

OVER THE PHONE,
PCI COMPLIANT
PAYMENT SOLUTION



ACCESSIBILITY

Give your customers another secure payment choice. More payment options result in quicker payments, reduced receivables and happier customers.

SAFE

Many companies currently taking over the phone payments are vulnerable to fraud and significant penalties resulting from a data breach.

Telepay is a cost-effective way to achieve PCI-DSS compliance as it integrates with your existing processes.

STREAMLINED

Those following PCI-DSS compliance protocols often struggle with cumbersome processes, expensive infrastructure and extensive auditing.

Telepay makes taking phone payments easy.

ADAPTABLE

Telepay has solutions that can meet your organization's needs today and into the future; from a simple stand-alone virtual attendant to complex enterprise integrations.



SOLUTIONS



AUTO ATTENDANT SOLUTION



Invoice is created by the organization within Telepay's web-based software.



The organization's Telepay phone number and customer's access code are included on the emailed / mailed invoice.



Invoice payment is processed through Merchant Services Provider. Customer is provided with an approved / disapproved message.



Customer calls Telepay number and enters access code and payment card information on phone keypad when requested by auto attendant.



SOLUTIONS



BASIC CALL CENTER INTEGRATION



Customer calls organization to speak with agent and make a purchase.



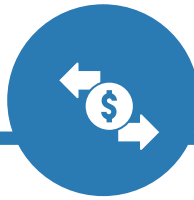
Invoice is created by an agent within Telepay's web-based software during the call.



Agent transfers customer into organization's Telepay auto attendant. Agent leaves call.



Optional (Starting at additional \$500): Customer is given the option of transferring back to the organization's operator or previous agent.



Invoice payment is processed through Merchant Services Provider. Transaction results are sent to Telepay and customer is provided with an approved / disapproved message.



Customer enters access code and payment card information on phone keypad when requested by auto attendant



SOLUTIONS



ADVANCED CALL CENTER INTEGRATION



Customer calls organization to speak with agent and make a purchase.



Call initially is routed to Ivrnet and merged with the organization's number connecting agent.



Invoice is created by agent within Telepay's web-based software during the call.



Agent can hear auto attendant but cannot hear payment information as DTMF is muted. Agent can dialog with customer during call if needed to ensure successful payment process.



Customer enters access code and payment card information on phone keypad when requested by auto attendant.



Agent transfers customer into organization's Telepay auto attendant. Agent stays on call.



Invoice payment is processed through Merchant Services Provider. Transaction results are sent to Telepay and customer is provided with an approved / disapproved message.



Agent continues conversation with customer to answer any other questions.



SOLUTIONS

CUSTOMIZED IMPLEMENTATIONS

- Custom API integrations for billing, CRM, and other merchant services providers not already integrated with Telepay.
- Multiple call enters, call flows, and languages.



SOLUTIONS

COMPLEMENTARY IVRNET SOLUTIONS

- Safepay online payment portal integration for customers who prefer to pay online.
- Texting Concierge Pro to enable customers to place orders via text.
- Communications module to send customer follow up messages via text or automated call (e.g. Telepay phone number, access code, payment URL).
- Auto attendant to triage inbound calls and geographically route calls to various locations based on caller's region.



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