

## DivDat's IVR Bill Payment Service Leveling the Paying Field™

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Customizing a personal bill-paying experience using technology is an innovative way to offer your customers a convenient and simple approach to managing their ongoing payment needs.

The DivDat team has created a unique method that allows for use of advanced Interactive Voice

Response (IVR) technology. This highly popular, "phone pay" service, will revolutionize how you connect with those clients who prefer to pay remotely, who are unable to visit a payment center or kiosk or who do not want to use web payment.

Utilizing IVR technology, a customer interacts directly with their accounts using their home phone, cell and options for various smart speaker devices like Amazon Echo and Google Home.

Linking to an account through DivDat's IVR systems allows individuals to check their balance or pay their bill, all simply by using voice commands that follow your business rules.

Using this highly flexible IVR "self-serve" option, users can connect automatic payments to their credit card, debit card and even personal or business checks. An additional feature of the technology is that it allows for the use of **multiple languages** to better serve your customers.

## Other IVR Options Offered by DivDat

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A flexible IVR payment approach can be developed through the use of an IVR phone payment system as well. With this service, a customer simply calls a toll-free telephone number and can then quickly access their account information any time of day or night. Payments are made quickly and easily with a credit card or electronic check and can also accommodate multiple languages.

Being people-first focused, allows DivDat to develop technology strategies and solutions that expand customer payment options while helping your customer-service representatives serve people who need simple, fast and free methods for paying bills.

