Financial Cloud

Create personalised customer interactions with dynamic Payment IVR

Enable your business to process payments anytime your customers want

Our dynamic payment interactive voice recording (IVR) is an advanced telephony system that adapts based on real-time data or user-specific information, allowing personalised interactions with callers based on their individual needs. Through custom-built call flows our dynamic IVR system can capture data, verify customer account details, provide the information callers require back to them, process payments and route calls based on customer needs.

Press ①
Press ②
Press ③
Payment completed ✓

Key features and capabilities

Caller recognition
Our IVR system can recognise callers through their phone numbers and other key identifiers, enabling it to provide customised menu options, prompts, and personalised greetings.

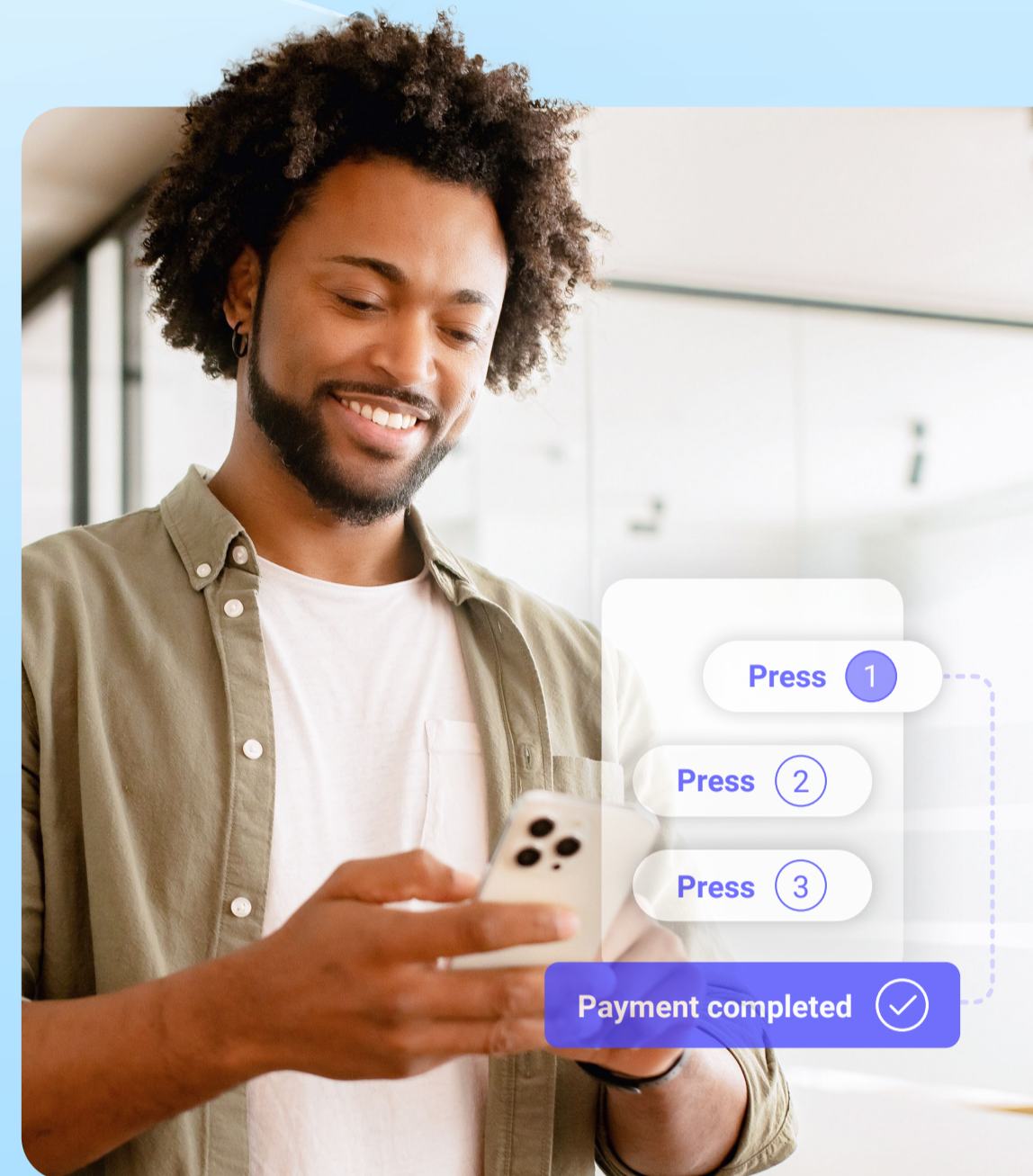### Seamlessly integrates with other systems and databases
Providing instant access to real-time information. Callers can inquire about the outstanding balance, choose payment methods, and securely complete transactions within minutes.

Sophisticated self-service
Through advanced speech recognition and language processing our IVR system can understand and respond to complex queries and provide step-by-step guidance for certain tasks, reducing the need to speak to a live agent.
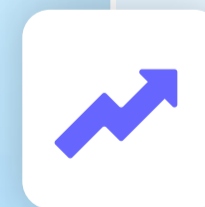
Benefits

Personalised customer interactions

24/7 availability

No more lengthy queue times for customers

Improve conversion rates

Enhanced Customer Satisfaction

Our dynamic IVR system is fully customisable for your business needs enabling you to seamlessly scale.

Request a demo here

www.financial-cloud.com