



**VoiceWeb** presents

## **CCVA** **Credit Card Voice Activation**

*“Would you like to activate your credit card today?”*



### Description

**CCVA** enables the activation of multiple types of credit, debit or other smart cards over the phone. Instead of using a human powered call center, the process is automated using a Speech Recognition-enabled IVR system.

### Benefits

#### **Improved Customer Service Quality**

- Exceptional Interface Design - No Tree-like Menus
- 24x7 Service Availability - Zero Waiting Times
- User Friendly & Personalized Communication
- Consistent Quality of Caller's Experience

#### **Operating Cost Savings**

- Highest ROI in the Contact Center Marketplace

#### **Business Innovation**

- Strong Differentiator Factor
- Brand Equity Enhancement

#### **Increase in Service Efficiency**

- Faster Call Handling - No Lost Calls
- Scalability: Modular design & open architecture ensure that ever evolving business needs are met
- Cross-Selling Opportunities

### Product Highlights

- Speech Recognition Enabled
- Exceptional Caller Experience
- High Automation Rate
- Wizard Style Process
- Management Console
- Seamless Integration
- IVR Platform and Speech Engine Independent
- Flexible Business Models (pay as you save, full ownership, hybrid)

## Multiple Caller Authentication Methods

**CCVA** can be configured to authenticate users using a combination of up to 3 of the following criteria:

- Date of Birth
- ID Number
- ID Issue Date
- Passport ID
- Home Phone Number
- Work Phone Number
- Mobile Number

or any other piece of information stored in the customer's database.

## Multiple Card Type Support

The system supports most popular card types (Visa, MasterCard, AmEx, Electron etc).

## HOST Integration

The bank's or Credit Card Processing (CCP) Company's Card Management System communicates with the **CCVA** service via a predefined protocol.

## Call Center Connectivity

A call center with live agents may be used either as a fail-over or as a supplementary service.

## Advanced Logging & Reporting

A web console provides detailed logging and reporting information regarding service usage and key performance indicators (KPIs).

## Call Recording

Call recording can be set from the administrator on-demand, aiming at an ongoing monitoring of service quality.

## About Voiceweb

VoiceWeb is an international **Speech Application and Mobile Marketing Provider** with offices in 7 countries. VoiceWeb develops and operates a variety of cutting-edge **Voice, SMS, Web, Video and Smartphone** applications that create new revenue opportunities and improve customer satisfaction. VoiceWeb is committed to providing next generation interactive value-added and customer care services to its clients so that they can enhance their relationships with their customers.