IVR/Phone Payments

Sometimes, it's just easier to pick up the phone.

DivDat's IVR features include:

- Dedicated 1-800 number for easy access

- Biller- and account-specific menu options

- Accepts credit cards, PIN-less debit, and personal and business checks (paper checks convert to ACH payments)

- Supports multiple language options, based on your specific consumer demographics

- Caller response options by speech or touch-tone input

- Reads account and payment details in real-time

- System remembers last payment method used for quick, convenient, and secure check-outs

- Shopping cart functionality allows for more than one payment to be made at one time

- Provides confirmation receipt number

- Transfer options to route callers back to biller's IVR or local office phone menu

- Included access to the Transaction Reporting Dashboard, where historical payment details can be accessed and downloaded in real-time

- Sends daily remittance files or payment summary emails to treasury and operations teams

Phone payments made easy.

DivDat's Interactive Voice Response (IVR) solution enables multilingual payments by phone, without the need for additional teams to support. Our simple, user-focused, multilingual IVR technology enables service-oriented companies, municipalities, and other essential billers to add an easy-to-use and easy to implement phone payments channel to the ways their consumers can pay.

Leveraging advanced IVR technology, your consumers interact directly with their accounts, using their home phone, cell phone, or other smart device. Simple voice or touch tone responses allow billpayers to easily make payments and securely access saved payment data for efficient check outs.

Transaction Reporting Dashboard.
More data. More capabilities.

DivDat's IVR solution gives treasury teams access to advanced channel-specific payment and account data, with the included Transaction Reporting Dashboard. Powered by real-time transaction-level settlements to accounts, the Transaction Reporting Dashboard is always up-to-date and is available at the payer, account, channel, department, or organization level.

DivDat's Transaction Reporting Dashboard gives treasury teams the ability to:

— Accessible, accurate, and always up-to-date

— View and take action on specific transactions or limit specific activity from specific billpayers, based on divdat's transaction-level settlement to account

— Place holds or restrictions on specific accounts or payment types

— See important payment-channel-specific collections data and trends, including time and day-of-the-week transaction volume information, to better communicate and influence consumer behavior

— Create and export high-value role-base treasury management reports

— Grant access to specific reports, with role-based views
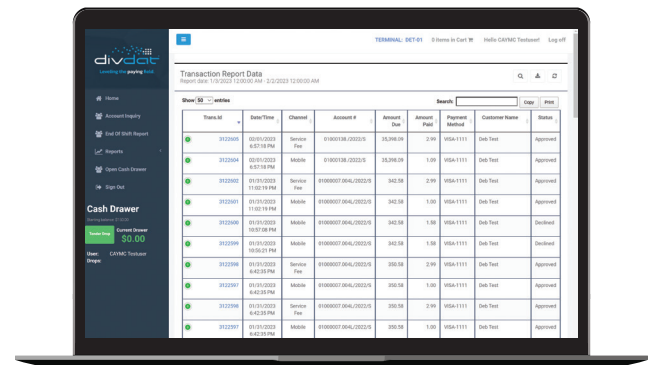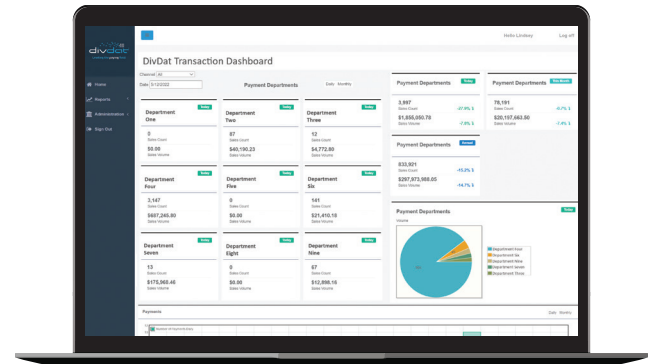
Community Engagement

We understand the importance of sharing information about new, customer-focused payment channels with your consumers and billpayers. That's why DivDat extends marketing and communications support with each implementation, around go-live and beyond.

Our team works closely with you to understand your consumer base and create helpful communications, and supporting materials and campaigns to support your technology launch, create demand, and help ensure success.