



# LESS CLICK, MORE QUICK

People pay with IVR



From any location, users can easily make payments through an integrated, flexible and compliant IVR solution using only a phone or smartwatch.



## CUSTOMER EXPERIENCE

- **Accessible** in English or Spanish
- **Flexibility** to call from any phone, no Internet needed
- **Dedicated toll-free** number
- **Option for Call Center** CSR to transfer in or out
- **Never get a busy signal** with 24/7 availability



## BILLER SETUP

- **Simple to use** setup process
- **Customizable options** for language, authentication, customer service and more
- **Data integration** using internal billing system or existing website



## CONFIRMATION & RECONCILIATION

- **Biller reporting** real-time payment posting
- **Remittance file** bill and payment data for straight-through processing and automated reconciliation
- **Automated recording** of voice for payment authorization



## CUSTOMER PAYMENT

- **Payments are made** using a bank account (ACH), credit or debit card
- **Customer options** to complete the call, pay another bill or transfer to a CSR
- **Pay on multiple accounts** or multiple invoices

**70%**

per call cost savings of IVR  
vs. average call center agent

**90%**

of customers want seamless,  
omnichannel payment options

**2x**

greater adoption rate  
compared to web-only billers

**14%**

increase in customer demand  
for self-service bill payments

**BillerIQ IVR serves B2C and B2B businesses of all sizes across all industries**



Real estate



Education



Manufacturing  
& distribution



Healthcare



Government &  
municipalities



Utilities



Financial  
services



Insurance

**IVR offers unmatched payment flexibility. Pay anytime, anyplace.**

**Contact your relationship manager today and watch those paper checks disappear.**



[www.fisglobal.com](http://www.fisglobal.com)



[www.fisglobal.com/contact-us](http://www.fisglobal.com/contact-us)



[x.com/fisglobal](https://x.com/fisglobal)



[linkedin.com/company/fis](https://linkedin.com/company/fis)

