



Leverage Online Banking in the Call Center



**MULTI-CHANNEL
CALL CENTER
CATALOG
ONLINE**

**SIGNIFICANTLY
REDUCE COSTS**

REACH NEW CUSTOMERS

**OPTIMIZE CUSTOMER
SERVICE**

**RECAPTURE DECLINED
TRANSACTIONS**

"We were keen to add eBillme to our site quickly and our team was able to do so in less than one week. Customers like the new payment option as it is faster than checks, and a great alternative to credit cards."

Dean Bellone
Founder, CompSource

eBillme™ is Made for Call Centers

We know the challenges your call center agents face with declined transactions, lengthy talk times, and delays due to checks and money orders. We understand your quest for unparalleled customer service and fast ROI. eBillme is the alternative payment option that meets the specialized needs of call center environments.

eBillme allows customers to pay for call center purchases through online banking. When consumers choose eBillme as their payment option, they provide only their email address to complete their order. Seconds later an invoice confirming their purchase arrives by email. They then pay the invoice from their online bank account, just as they would pay any other bill online. Consumers do not share any financial or personal information such as credit card, bank account, or social security numbers.

eBillme Enhances Customer Service

eBillme offers customers more choice, while reducing call center operational costs.

Benefits include:

- No Declines or NSF's
- No Credit Cards or Applications
- Low Transaction Fees
- Guaranteed Payments
- Buyer Protection Program
- Zero Fraud Liability
- No Chargebacks or Stop Payments
- Reduced Manual Processing
- Low Average Talk Time

eBillme integrates with other call center technologies, including IVR and ACD systems, and works seamlessly in eCommerce infrastructures, centralized and distributed call center models.

"This safe payment option utilizing online banking has strong appeal to customers who shop at TigerDirect, but are not able to or don't want to use a credit card."

Gilbert Fiorentino – CEO, TigerDirect

eBillme's Call Center Support

eBillme is designed for call center merchants. Our reference materials include CSR training manuals, demos and call scripts – all supported by coaching sessions and live chat.

Contact us to find out how you can quickly go live with eBillme.

