

PCI COMPLIANT PAYMENTS IN SOCIAL CONVERSATIONS

NO NEED FOR CHANNEL SHIFTING



People

Technology

Solutions

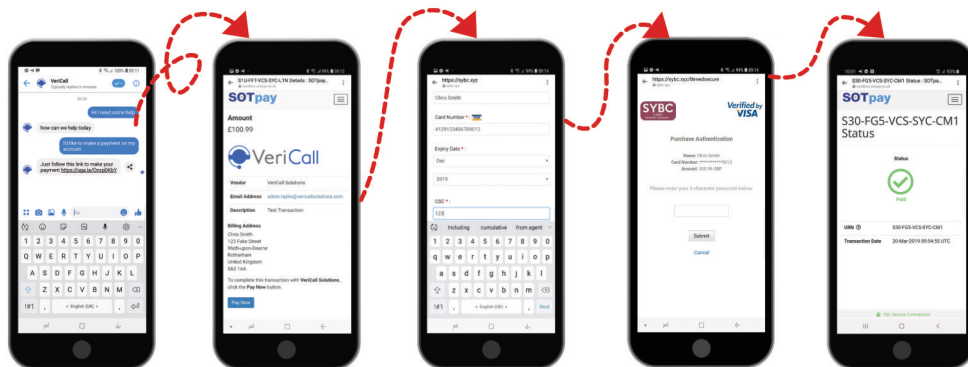
In 2020 there were an estimated 3.93 billion Social Media users worldwide, and we at VeriCall recognise that customers increasingly want to interact with *your* company through the platform of *their* choice

Social Media is now the preferred method – and for all ages! Whether its WhatsApp, Facebook, or Twitter these channels are now essential customer engagement channels.

VeriCall understands this, and have partnered with award winning technology provider SOTpay to develop Social Media interactions that allow PCI compliant, secure payments through 1-2-1 Social conversations.

With VeriCall agents you can achieve complete contact resolution through Social Media, without your customers ever leaving the platform. Examples include:

- Travel Industry:** Changing flights or adding extras to your travel package (i.e additional bags/leg room/seat confirmations), paying deposits
- Utility Companies:** Customer acquisition through Social Media, debt recovery
- Pay-TV Providers:** Subscriber acquisition, Pay per View event purchases
- Social Payments:** With VeriCall you can let your customers make payments on Social Media channels without channel shift



Thank you for making your payment with VeriCall, your account is now up to date!



www.vericallsolutions.com



„TECHNOLOGY IS BEST WHEN IT BRINGS PEOPLE TOGETHER“

MATT MILLENWEG



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VeriCall embraces both people and technology and brings them together with innovative and intuitive solutions to, essentially, make engaging with your customers easier and more efficient – AND, of course, more cost effective!

We help you keep pace with change and demand by making sure we are constantly evolving and blending Artificial Intelligence (AI) and mobile and digital technologies with highly trained and motivated people that offers your company a 24/7, 365-day range of services.

At VeriCall's Engagement Hub these elements are combined to provide you with industry leading solutions that can work with any size of company from Micro to SME to Enterprise. Our solutions are tailored for you and include:

VeriCall Solutions

- Secure and PCI compliant payment infrastructure for a low monthly fee that enables companies of all sizes to become onboarded in 24-48 hours instead of 3-4 weeks. De-risk your business in record time
- A bespoke platform with enhanced CX through intelligent transfer from AI powered omni-channel contact solutions that ensure contacts are never missed whatever the volume
- VeriCall have partnered with Elavon to provide acquiring services including MIDs, TIDs and Payment terminals via full end to end payment solution.
- Speech recognition and intelligent call routing using Google and Alexa
- Workforce management and telephony
- CRM system with built in intelligent knowledge base
- Omni channel solutions including secure payments in social messaging

VeriCall Engagement Hub - BPO Services

- Full BPO providing skilled agents across Omni-Channel at a price you can afford with flexible, transactional pricing models
- Tailored multi-level reporting
- Outsourced outbound calling campaigns
- Multi-channel chat, self-service and proactive customer contact

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- Efficient telephone answering for the small and medium sized business with fixed fees or on demand PAYG and Omni-Channel integration too

Our partners are the names you know and trust – Amazon, Elavon, Google, IBM, Microsoft – to enable the best level of technical support. VeriCall offers a full range of end-to-end services that will provide you with the experience YOU need – simplified!



**To find out more about any of these services
just contact us.**

www.vericallsolutions.com