



## Actionable Intelligence To Optimise Your Contact Centre Payment Interactions

### Drive Efficiency & Performance

Effectively managing your contact centre sales performance begins with easy and timely access to relevant information. Intelligence+, our intuitive data analytics tool for Cardprotect Voice+ will tell you all you need to know about your payment transaction calls, both inbound and outbound across your Cardprotect Voice+ platform. Find out how many payments your team is handling at a given time – and how long those calls are taking. Analyse anomalies alongside success rates and gain the insight you need to meet your key performance indicators (KPIs).

### Real Time Dashboards Help You Stay In touch

Our easy-to-read, intuitive Intelligence+ dashboards provide you with an uncomplicated overview of essential information to help you optimise your processes, your scheduling, and even your call centre performance targets.

**Totals** – a summary dashboard tracking all the inbound and outbound calls that pass through the Cardprotect Voice+ platform providing a breakdown of your use of Securemode (when you're taking payments) and success rates for data capture and payment.



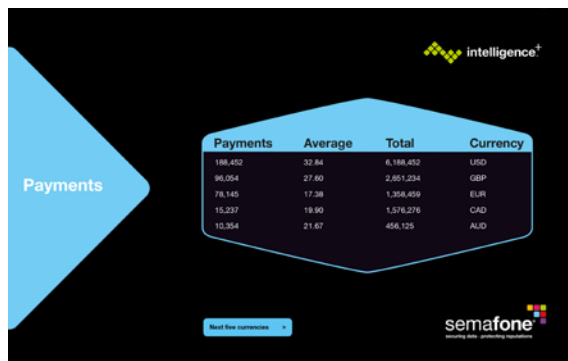
**Averages** – the information you need to know about call handling times, both in and out of Securemode.



**Percentages** – the proportion of calls that have resulted in successful payments.



**Payments** – the total number of payments, their values, and averages over a set time period.



**Semafone Speech Recognition** – a summary of call activity and transactions conducted using SSR.



## Improve Your Contact Centre's Performance

### Optimise Your Processes

Intelligence+ places the power into your hands. If you see that customers are having to repeat the payment process (shown by a “reset” on the dashboard) frequently, you can take action. Perhaps your script needs adjusting – or your team needs more training.

### Optimise Your Planning

By providing you with a snapshot of your Cardprotect Voice+ activity over a set period of time, Intelligence+ can help you analyse the success of your telemarketing or debt collection campaigns.

### Monitoring Accessibility and Inclusivity

Keep track of callers who are unable to enter their card details using their telephone keypad and opt to transact using Semafone Speech Recognition; helping you monitor and report on tools used for supporting social responsibility and accessibility.

### Plan for the Future

Tracking historical rises and falls in payment volumes and handling times means you can plan ahead. You can ensure you have enough coverage during times when business picks up, and are not over-staffed during the slower periods. Allocating the right resources will have a positive impact on both customer experience and your bottom line.

### Gain Insights, Drive Improvement

- Understand how payments affect your average handling times (AHT)
- Identify areas of concern, such as resets or failed payments, and take action
- Discover the most effective times for outbound campaigns targeting payments or purchases

### Reporting Made Simple

- Intelligence+ displays are customisable and can reflect your corporate branding
- Dashboards are optimised to complement the other screens or data points in your contact centre
- All raw data from Intelligence+ can be exported to your own business intelligence systems

## Relax – Your Customers' Data is in Safe Hands

### Intelligence+ is compliant with:

- Payment Card Industry Data Security Standard (PCI DSS)
- European General Data Protection Regulation (GDPR)
- Health Information Trust Alliance (HITRUST)
- California Consumer Privacy Act (CCPA)

### Don't Just Take Our Word for It

Semafone not only descopes your contact center for PCI DSS, we can provide you with the insight to help increase your productivity and efficiency, reduce your costs and maximise profitability. Contact us now at **+44 (0)845 543 0822** or **emeasales@semafone.com** and we'll show you how.