Easily and securely act on a customer's behalf with AgentConnect

InvoiceCloud®

As online bill payment adoption continues to rise, customers are becoming more independent. However, what happens when they need help during the payment process? They likely contact your office, or worse, skip the payment altogether. Providing the flexibility for customer service reps (CSRs) to securely log in as a customer and perform payment actions on their behalf can simplify the payment process and increase customer satisfaction, leading to more on-time payments.

Invoice Cloud's AgentConnect solution allows CSRs to do just that. CSRs can act on behalf of customers to make payments, change payment settings, or send a customer a direct payment link via text or email for expedited payments. Best of all, this functionality provides the opportunity to enroll customers in services like AutoPay, paperless billing, or auto renewal, to reduce future call volume.

With AgentConnect, CSRs securely log in to the Invoice Cloud platform via a unique URL, then are routed into the customer's account. From there, they are given full functionality to take any action needed while all activity is tracked and logged:

- Making a payment
- Registering a user for AutoPay, paperless billing, or auto renewal
- Updating payment information
- Sending customers a direct payment link via text or email

KEY BENEFITS

- ▶ Increase customer satisfaction
- ▶ Simplify payments for a better user experience
- ▶ Decrease disconnects/shutoffs due to missed payments
- ▶ Increase electronic payments

- ▶ Improve collections efficiencies
- ▶ CSR activity is logged for increased security
- ▶ Serves all customers – no enrollment required
- ▶ Easy to add on – no implementation costs

For more information about AgentConnect contact us today.

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