



Payment Reminder System

About the Organization

It specializes in providing solutions integrating the web and mobile platforms to automate business processes. Our unique business mobility solutions are designed to offer a strategic advantage to your business.

Challenges Faced

As a solutions provider client works with various enterprises from different sectors. For some of their Clients especially in the Financial sector they required a stable solution of outbound IVR for sending loan reminders, credit card payments etc. Since these is customer data of banks, they required an end-to-end solution which would be flexible and highly secure.

Solution Deployed

- ▶ Custom Reminders through RML OBD was pushed to user's number.
- ▶ The information's like users account id, card number, date and amount were mentioned. With the use of text to speech engine.
- ▶ Reach to thousands of subscribers.
- ▶ Retry Logic.
- ▶ Detailed Dashboard and reporting panel.

Impact of Solution

- ▶ High ASR @ 78%.
- ▶ Minimal time to reach the audience.
- ▶ Additional customization at minimal costs.