



➤ **Product Datasheet**

The SoundBite customer contact platform now includes Agentless Direct Collect, an autopayment interface which allows SoundBite scripts to collect payments from customers and to process those payments in real-time. Agentless Direct Collect enables SoundBite to seamlessly integrate fully-automated inbound and outbound calls with a number of market-leading payment processing platforms via a combination of advanced telephony and XML.

Agentless Direct Collect offers a number of benefits for SoundBite clients, including:

- Increasing the number of automated payments received via inbound and outbound channels
- Enhancing the effectiveness and profitability of collections operations by seamlessly integrating payment processing into SoundBite calls, thereby reducing labor costs
- Optimizing caller experience by managing calls end-to-end via SoundBite's advanced scripting capabilities and eliminating pauses, holds and transfers while avoiding the need to re-enter account data
- Improving campaign reporting by incorporating payment status directly into campaign results

Enhance Resource Utilization

SoundBite Agentless Direct Collect scripts implement the payment process without the use of any labor resources and without dependence on any existing IVR system. The entire payment process is handled by the SoundBite script, in conjunction with an external payment processor. SoundBite works with several popular payment processors in order to implement a seamless end-to-end payment process.

Real-Time Processing

Since SoundBite communicates with the payment processor in real-time during each call, the SoundBite script identifies whether the transaction has succeeded or failed, and can conduct the remainder of the call accordingly. For example, if the user provides an invalid credit card number, then the script can provide immediate feedback and allow the user a second attempt to correctly enter the number.

Seamless Integration and Reporting

Once the SoundBite campaign has run, no further "batch" transaction processing is necessary. SoundBite clients can simply load the SoundBite result file back into their collections or customer management system in order to update the status of each account. This process can be automated using SoundBite's sophisticated report customization and delivery features.

Power and Flexibility

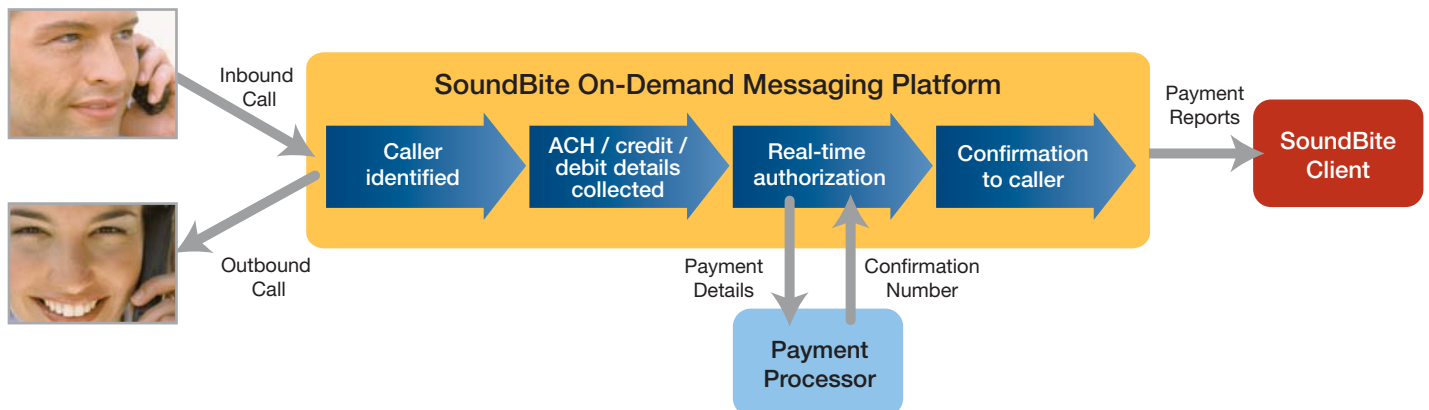
Due to SoundBite's powerful XML scripting language, SoundBite scripts can be entirely data-driven and therefore make decisions based on either customer data or actions that occur during the call. For example, a SoundBite call could look at a customer data field (e.g. "amount due") and determine whether to connect that customer to a live agent or conduct an automated payment process. Or, a script could be designed to allow certain customers to pay less than the amount due.

Getting Started

When you work with SoundBite Client Management to create an Agentless Direct Collect script, we can help you determine the most effective script flow and options to include in your script. Your script can provide options to pay via credit card, debit card, or ACH (checking account) – it's up to you which you want to accept. Or, your script can determine which to accept based on data included in the customer contact record.

Once you have a script, here's how the Agentless Direct Collect process works:

1. Load your contact list into the SoundBite system.
2. Setup a new sub-campaign to call your list using the script.
3. SoundBite dials each contact on the list at the scheduled time. During each call, the SoundBite system conducts an automated interactive dialog with the call recipient. For those call recipients that choose to make a payment, SoundBite collects the credit card, debit card, or ACH details, and then submits them to the payment processor in real time during the call. The SoundBite script receives a response code back from the processor indicating whether the transaction succeeded, which allows the script to notify the call recipient of the transaction result.
4. SoundBite delivers a report to you containing the details of each SoundBite call and each transaction processed, including whether each transaction succeeded or failed, and a transaction ID for each transaction attempt. You can load this file into your collection or customer management system.



The entire end-to-end process can be automated, not only eliminating the need for live agents to handle payment collections, but also eliminating the need for manual setup of campaigns or manual report generation.

For More Information

Contact your SoundBite sales representative to learn more about implementing a SoundBite Agentless Direct Collect Script.

About SoundBite Communications

SoundBite Communications is a leading provider of automated voice messaging solutions that are delivered through a Software as a Service (SaaS) model. Organizations rely on SoundBite's on-demand solution to initiate and manage customer contact campaigns across a variety of collections, customer care, and marketing processes. SoundBite helps organizations increase revenue, enhance customer service and retention, and secure payments, and can improve contact center efficiency by increasing agent productivity and enabling agentless interactions. The company's multi-tenant customer communications platform is used by organizations across a number of industries, including collection agencies, financial service providers, retailers, telecommunications providers, and utilities. SoundBite's service has the capacity to initiate more than 14 million calls each day, and in 2006 clients used the service to place nearly one billion calls.