

Local Authorities

Encoded's automated voice products and solutions are used by local authorities to reduce income collection costs and comply with eGovernment targets, and to improve service levels when handling inbound calls from residents and businesses.

CallCollect Telephone Payments



CallCollect is our 24x7 secure automated telephone payments line, designed to collect credit and debit card payments for invoices and outstanding balances. Encoded has the largest IVR payments collection system in the UK, processing around £1m every week.

- **Reduce your transaction costs** from £2 to 20p per payment*
- **Secure** - no-one can access customer details
- **Protect against fraud** with Automated Address Verification
- **24/7 availability** at no extra cost

CallCollect Direct Debit Validation



Our Direct Debit Validation system reduces the time and cost of setting up new Paperless Direct Debit instructions by combining customer self-service with real-time bank account validation.

- **Reduce costs** by removing staff involvement
- **Checks bank account is active** and accepts Direct Debit payments
- **Eliminates AUDDIS and administrative costs** incurred from incorrect details
- **Improve cash flow** by eliminating payment delays

QueueManager Contact Centre



QueueManager empowers callers to select the option of a free call-back rather than wait in queues. QueueManager offers the greatest benefits to organisations experiencing seasonal call volume fluctuations, but also provides cost reductions in more stable environments.

- **Improve your customer experience** and protect your brand
- **Reduce recruitment and training costs** by reducing agent churn rates
- **Increase sales** by reducing abandonment and queuing
- **Effortlessly manage peaks and troughs** in call volumes

Want to find out more?

Contact us now to learn more about how Encoded's products and services can streamline your debt recovery processes.

W: www.encoded.co.uk/sectors
T: +44(0)845 120 9790
E: info@encoded.co.uk

Copyright Encoded Ltd 2008. ESOE *Comparison based on 3 minute call with average call centre operational costs.