

## Financial Services

Encoded's automated voice products and solutions help businesses in the finance sector to reduce costs and improve customer service by streamlining key business processes.

### 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
- **Eliminates AUDDIS and administrative costs** incurred from incorrect details
- **Checks bank account is active** and accepts Direct Debit payments
- **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
- **Increase sales** by reducing abandonment and queuing
- **Reduce recruitment and training costs** by reducing agent churn rates
- **Effortlessly manage peaks and troughs** in call volumes

### IVR Customer Self-service



A bespoke solution specific to your business (for example, share dealing/index information; telephone banking; insurance renewals) reduces your costs and provides enhanced on-demand services to clients.

- **Reduce costs** by switching calls to IVR
- **Provide real-time information** with custom database integration
- **Provide 24x7 service** at no additional cost
- **Increase scope of automation** using speech recognition

#### Want to find out more?

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

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