

## Travel and Transport



Encoded's interactive voice response (IVR) systems are central to customer management in the travel, tourism and transport sectors, delivering reduced costs and better client care.

### 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

### 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

### Self-service Ticket Booking and Schedule Information



Reduce costs by automating repetitive tasks and allowing customers to self-serve bookings, timetable information and check-in 24/7 from anywhere in the world.

- **Easily cope with spikes in call volume** due to marketing or ticket releases
- **Make purchasing easier** to encourage repeat sales
- **Automatic credit/debit card payments** take payments in real-time
- **Provide real-time information** with custom database integration

#### 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](http://www.encoded.co.uk/sectors)  
T: +44(0)845 120 9790  
E: [info@encoded.co.uk](mailto:info@encoded.co.uk)

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