

From: Cloud Contact Center Technology <contentguru@connectfirst.com>
To: Kester, Tonykester@aging.sc.gov
Date: 11/30/2016 4:29:04 PM
Subject: Partner Spotlight - True Compliant Payment Partner

CONNECT FIRST PARTNER SPOTLIGHT

Is this email not displaying correctly?
[View it in your browser.](#)

Last month, we introduced you to [Loxysoft](#) and their WorkForce management software. In these partner spotlights, we highlight/vet those we work with who have their priorities straight – or those leaders who put customers first. We also encourage partners to put forth a pretty substantial offer (see below).

This Month In Our Partner Spotlight

We are featuring the Velocity Payment System, the first solution offered specifically for Contact Center Payments. Developed with one of the largest BPOs in the world, Velocity is a true purpose built solution for Contact Center Payments.

Velocity Differences?

- Security – A purpose built solution to accept payments in a contact center environment. PCI compliant and more
- Cost Savings – 20%-50% reduction in call handle time accepting payments
- Omni-channel Payment Acceptance – IVR, Contact Center, Self Service (web & mobile), in person
- Payment History – All payment history provided to your agent regardless of the channel
- Turnkey Solution - Optional credit/debit card and ACH processing
- Least Cost Routing – Velocity is smart enough to route payments to the least cost option for processing
- 24/7 support

Designed by Govolution, the Velocity Call Center Payments solution was built with a focus on security and workflow associated with accepting payments and is fully integrated with Connect First IVR and Contact Center solutions.

Optimized Agent Workflow

Drastically reduce keystrokes and call handle times thanks to optimized workflows throughout the customer payment engagement. Leverage data collected in the IVR on call transfer to provide agent screen pops to eliminate redundant customer validation and account identification.

10% Off First 3 Months*

Without further ado, the promo. For a limited time, Velocity is being offered with 10% off your first 3 months.* This is a pretty generous savings, especially considering the already well-priced and impressive product, so you don't want to sit on your hands.

More about Govolution

Govolution is a leader in ePayment solutions, including purpose-built call center solutions that help improve interactions with customers by streamlining and securing payments. The Velocity Payment System is a service mark of Govolution, LLC, a wholly-owned subsidiary of First American Payment Systems, who is one of the fastest-growing payment processors in the United States, serving more than 140,000 merchants. The Velocity Payment System is certified with all major payment processors in the U.S., re-offered by many of the largest banks in the country and provides secure payments acceptance across all customer engagement channels.

* When signed by December 15, 2016..

3101 Iris Ave. Boulder, CO 80301

888.965.1588 | info@connectfirst.com

Copyright © 2016 , All rights reserved.

[unsubscribe from this list](#)