

E-Complish's EnterAct solution is a web-based IVR system for companies to send customized voice messages, and set up interactive responses with their customers over the phone.



What is EnterAct?

EnterAct is an outbound phone calling system that features IVR (interactive voice response) technology. Companies can set up automated telephone calls and take customers through required pathways over the phone. The system can be used for payment notices, event reminders or new product releases, whether or not payment processing is involved.

Phone calls are made with IVR technology that sounds like a real human, giving customers a complete experience that is fully branded for your business. Customers are called, verified and then taken through a set of scripted prompts.

EnterAct is useful to merchants who want to send customers outbound messages over the phone, without the hassle of a full in-house team. Businesses can use EnterAct in order to



- Send customer payment reminders when bills are past due
- Reconcile and collect debts over the phone
- Update customers with new product launches or pricing changes
- Notify customers of appointments or scheduling changes
- Collect payments over the phone, including Cash on Delivery payments while en route

HOW IT WORKS

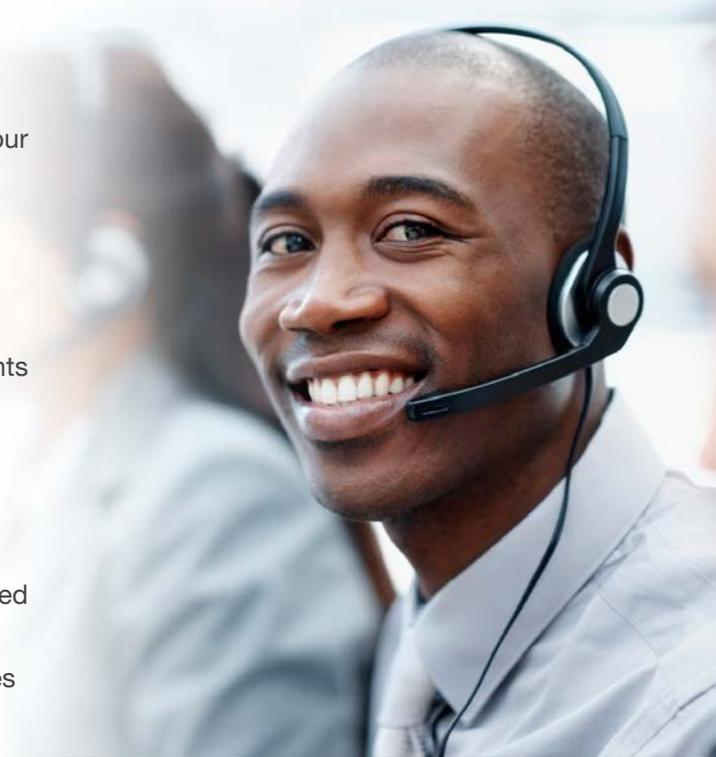
Set up automated campaigns in EnterAct with customized messages, scripted prompts and a scheduled call time. Upload customer and list information through the E-Complish virtual terminal to initiate the phone calls. Calls are identified and verified before proceeding into the IVR environment. Like DirectPay, customers can use the IVR system to discuss their bill and make payments over the phone, through credit card or check. Enter Act is not restricted to payments - it can be used for any outbound message your company wishes to send, via telephone.

Each phone campaign is customized to your business. Customers never know they are dealing with a third party system, and receive calls from your company name - not from E-Complish.



Features of EnterAct

- Makes outbound phone calls, with the same IVR functionality as our inbound system DirectPay
- Personalized voice prompts and scripts
- Enables customer identification and bill discussion
- Make phone calls any time of day, any day of the week
- Enables a full range of customer activities, including making payments via credit card or check
- Seamless interaction with your existing database
- IVR payments are recorded for NACHA compliance
- Interact with customers just as a live person would
- Professionally recorded voices differentiate from computer generated voices
- Outbound service detects personal answers from answering machines



EnterAct Benefits

Using EnterAct's Outbound IVR provides several benefits:

- Simplifies debt collection and payment reconciliation at a minimal time and cost investment
- Provides information to customers efficiently and regularly
- Calls may be made outside of normal operating hours
- Equipment, setup and programming are provided at no additional charge
- Gain a competitive advantage



Security and Support

E-Complish provides top-level customer support, including all of the following:

- Customers are identified and verified before proceeding through the call
- Complies with PCI Compliance Standards and payment processing through SSL encryption
- Credit cards and addresses verified
- Secure audits performed by McAfee, TrustWave and First Data
- Fraud Detection Suite is integrated into the system, providing additional, customizable security features
- Free technical assistance and fast processing

