



# ANGEL PAYMENT PROCESSING SOLUTIONS

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Managing payment transactions over the phone can be time-consuming and cumbersome for your customers and your agents. And, staffing customer service representatives to handle this task can be expensive for your business. So, how do you provide convenient and cost-effective phonebased order management solutions that benefit both your customers and your business?

Angel makes it easy for organizations to add fully-featured and high quality payment processing solutions to their existing IVR or call center applications with order management solutions. With simple and real-time order management through your Angel IVR or call center solution, you automate and expedite the payment process, saving time for both your agents and customers, and saving the expense to your business.

## SOLUTION OVERVIEW

Angel combines award winning IVR and call center technologies with payment processing solutions to provide easy payments over the phone. Minimal requirements and easy API integration into Angel IVR solutions facilitate immediate processing of customer orders.

### Seamless Technology

With seamless “plug-in” technology, there are no web servers or hosting requirements to easily integrate payment processing into your Angel IVR solution. The entire transaction takes place on secure servers.

### Full Featured Payment Processing

Accept, verify, process and manage online transactions from all major credit cards, debit cards and electronic check processing (ACH) – all in real time. When a transaction is completed, the purchaser is given a confirmation number over the phone.

### Real-Time Reporting

Understand customer purchase behavior – who is buying what, and when – to help sales and marketing efforts. Payment Processing Solutions from Angel provides 24/7 access to up-to-the-minute account activity.



## WITH ANGEL PAYMENT PROCESSING SOLUTIONS YOU WILL:

### Deploy quickly and easily.

Angel’s web-based solution seamlessly integrates through a simple API, enabling you to be up-and-running quickly.

### Maximize productivity and efficiency

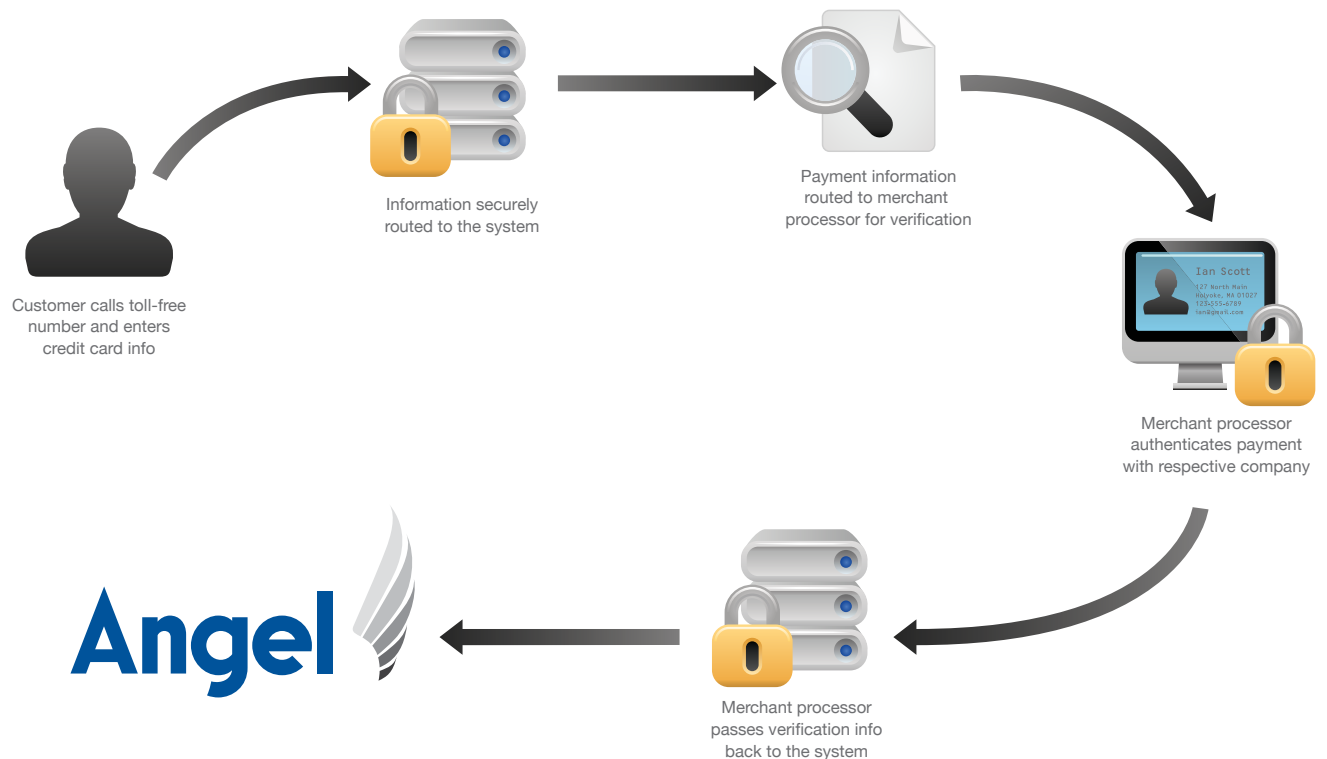
of your IVR by reducing the burden on agents to process orders. With Angel payment solutions, all transactions are fully automated and completed quickly and easily.

### Improve caller satisfaction.

Payment Processing Solutions from Angel.com lets your customers complete transactions over the phone, from anywhere and at any time. Those who typically pay online can leverage the convenience of phone-based payment processing.

**Generate immediate ROI** from time savings for agents and reduced telephony costs.

## HOW ANGEL PAYMENT PROCESSING WORKS



## PART OF THE ANGEL SOLUTIONS SUITE

Angel is a leading provider of on-demand call center and Interactive Voice Response (IVR) solutions. The Angel solution delivers value to organizations of all sizes to more productively and efficiently address business problems through the power of voice technology. As a fully hosted solution, no investment in hardware, software, or human resources is required, delivering immediate ROI and easing and simplifying deployment of voice applications that meet unique business needs. Angel is the only provider to offer a web-based toolkit, Site Builder, that facilitates voice menu design through a simple Internet connection and our innovative technology enables complete integration with databases or CRM tools, enhanced scalability and flexible applications.

For more information, visit <http://www.angel.com>