

# Daviker Payment Engine for Credit Card Processing

Provide your call centre with the latest and most advanced transaction technology that will ensure you have a robust, efficient and secure payment system for your customers or debtors.



In an ideal world, call centres would be able to collect live credit or debit card information through the **TouchStar** system - with or without human intervention.



Welcome to the ideal world of the Daviker Payment Engine

## What is the Daviker Payment Engine?

The Daviker Payment Engine is an extremely powerful application that allows you to simply and securely process credit or debit card transactions through your TouchStar system - whilst ensuring each and every payment is PCI compliant. Customers or debtors can contact your call centre and make payments whilst speaking to your agents or through automated IVR prompts - 24/7/365.

The Payment Engine provides the latest and most advanced transaction technology ensuring you have a robust, efficient and secure payment systems for your customers or debtors.

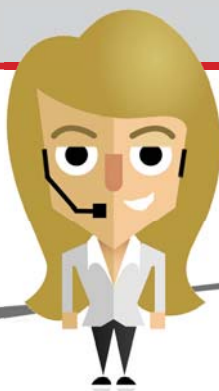
The Daviker Payment Engine fully integrates with your existing CRM, allowing customers or debtors to check balances ensuring the correct value of payments are processed and updates payment information back to the CRM after the transaction is complete.



## What Makes the Daviker Payment Engine so Flexible?

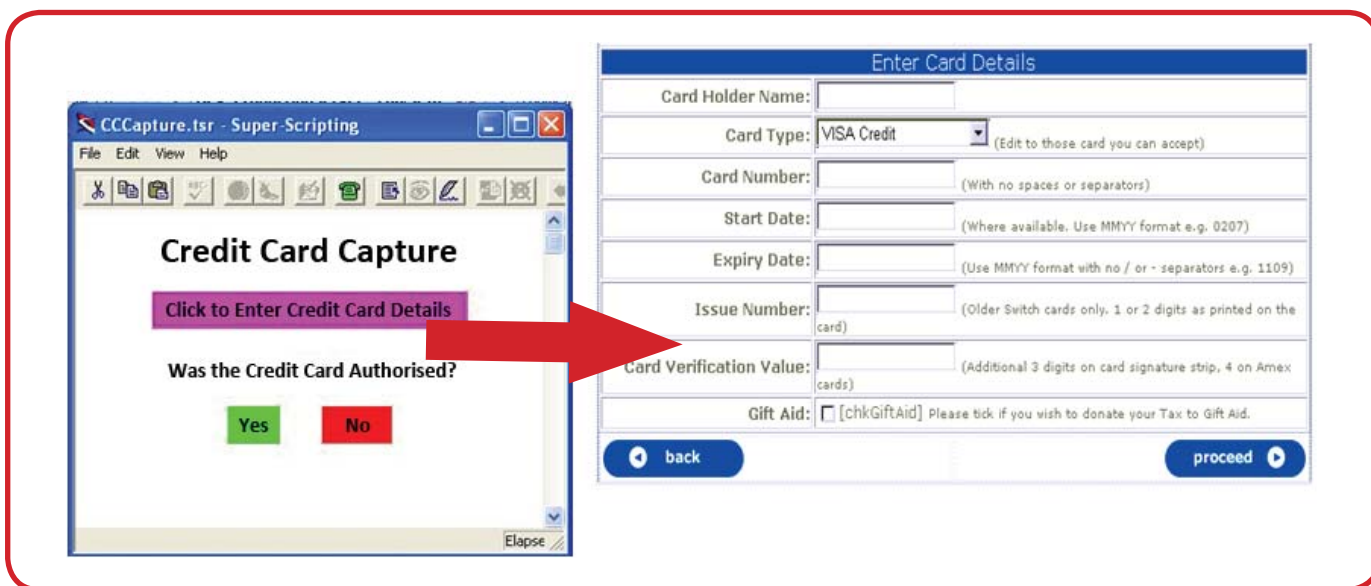
The Daviker Payment Engine is a versatile application that will process credit or debit card information in any or all of the following methods:

- 1) Agents collect and authorise credit card information in real time.
- 2) Payments are taken automatically through your TouchStar IVR system – 24/7/365 with zero human intervention.
- 3) Future authorised payments are taken automatically without the requirement of re-contacting the customer or debtor.



## Real Time Agent Application

- ➔ The Daviker Payment Engine allows your agents to instantly collect and authorise secure credit card payments through the TouchStar system, whilst speaking to your customers or debtors.
- ➔ At the exact point in the call where credit card information is required, the agents are immediately presented with the Payment Engine application to process payments quickly and easily.
- ➔ Payments are authorised or declined whilst your customer or debtor is still on the call, significantly increasing the likelihood of a successful transaction.
- ➔ The outcome of the transaction can automatically be written back to the TouchStar database and your CRM.



## 24/7/365 Automated IVR Payment Processing

- ➔ The Daviker Payment Engine enables you to take payments outside business hours – 24/7/365 with zero human intervention. Customers or debtors can call the Payment Engine to check balances and make payments.
- ➔ The Payment Engine improves the customer experience by querying and retrieving specific details such as account and balance information and accepts payments there and then.
- ➔ Once a customer is notified of a successful transaction, they will be informed of their new balance and reminded of future payments if applicable.
- ➔ In the event of a transaction not being fully completed, callers can be routed to agents on the TouchStar system when available to arrange a suitable alternative payment method.

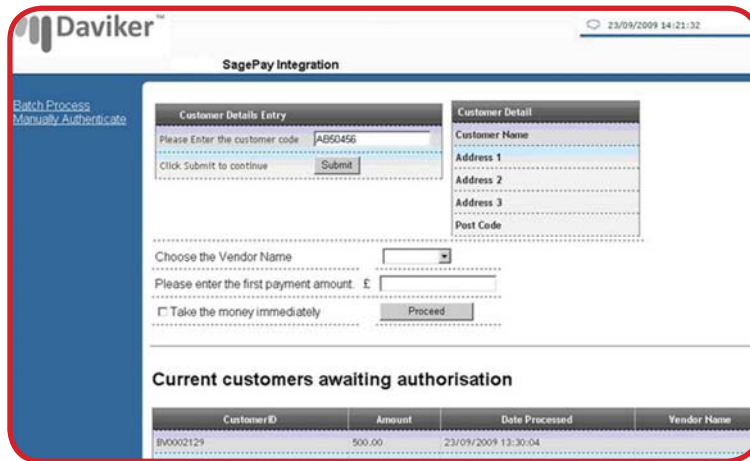
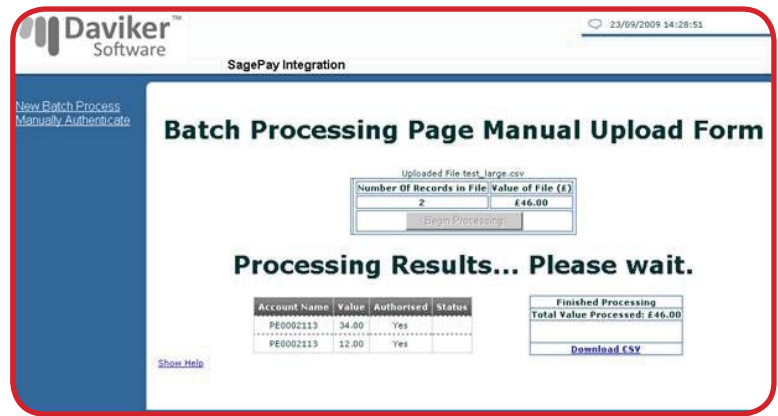


Call us on  
**0845 250 80 30**  
or visit  
**[www.daviker.co.uk](http://www.daviker.co.uk)**



## Automatic Repeat Payment Processing

- ➔ The Daviker Payment Engine allows you to save time and money by removing the requirement of contacting customers that have already promised to make monthly repayments.
- ➔ The batch processing component of the Payment Engine allows you to bulk authorise these previously agreed transactions automatically - quickly and easily.



## Manual Back Office Automation

- ➔ The Daviker Payment Engine allows back office administration staff to manually authorise a customer's credit or debit card transaction quickly and easily.
- ➔ The back office administration tool allows any member of your staff to enter the payment details and get an instant authorisation or decline.

In a nutshell, highlights of the Daviker Payment Engine include...

- ➔ Secure credit card transactions to be taken in real time by your TouchStar agents.
- ➔ Accepts 24/7/365 automated payments even outside business hours and without agent intervention.
- ➔ Takes future authorised payments automatically without the requirement of re-contacting the customer.
- ➔ Checks validity of credit or debit card numbers, authorises or declines them and collects money instantly.
- ➔ Seamlessly integrates with your existing TouchStar system, your preferred payment gateway and your CRM application.
- ➔ Increases call handling efficiency and reduces payment transaction time.
- ➔ Allows back office administration staff to manually process payments.
- ➔ Increases your PCI compliance.



Call us on  
**0845 250 80 30**  
or visit  
**www.daviker.co.uk**



### Northern Office

City View House, 5 Union Street, Manchester M12 4JD

### Southern Office

306 East Wing, Sterling House, Langston Road, Loughton, Essex IG10 3TS