alisys

Omnichannel Payments

Complete quickly and successfully the sales process by integrating new remote payment channels.

The solution that expands and unifies credit card collection management via telephone, text message, mail or chat.

PCI Security Standards Council ™

More information

We know your challenges and we have the solutions:

E-commerce

Extend your online shop beyond your website and make the process easier for customers by integrating payment methods via telephone, text message, mail and chat.

Customer service

Complete the purchase process by forwarding calls to an IVR that will manage the collection in an easy, fast and simple way.

Marketing and sales

Improve conversion rates by allowing customers to pay through the channel they prefer, either via telephone, chat, a scheduled text message or an automated call.

Debt collection

Launch automated debt collection campaigns and send recurring payment reminders via phone, text message, mail and chat.

Advantages of OmniChannel Payments

Sales increase

Design shorter sales cycles and make instant payments easier by integrating collections via telephone, text message, mail and chat.

PCI security

Robust privacy, authentication and data protection systems. Compliance with: PCI-DSS, 3D Secure and GDPR.

Satisfaction improvement

Make instant payment easier for your customers through the channel they prefer. Available 24/7.

360º view of collections

Real-time tracking of pending payments and collections status. Monitoring by channel and campaigns.
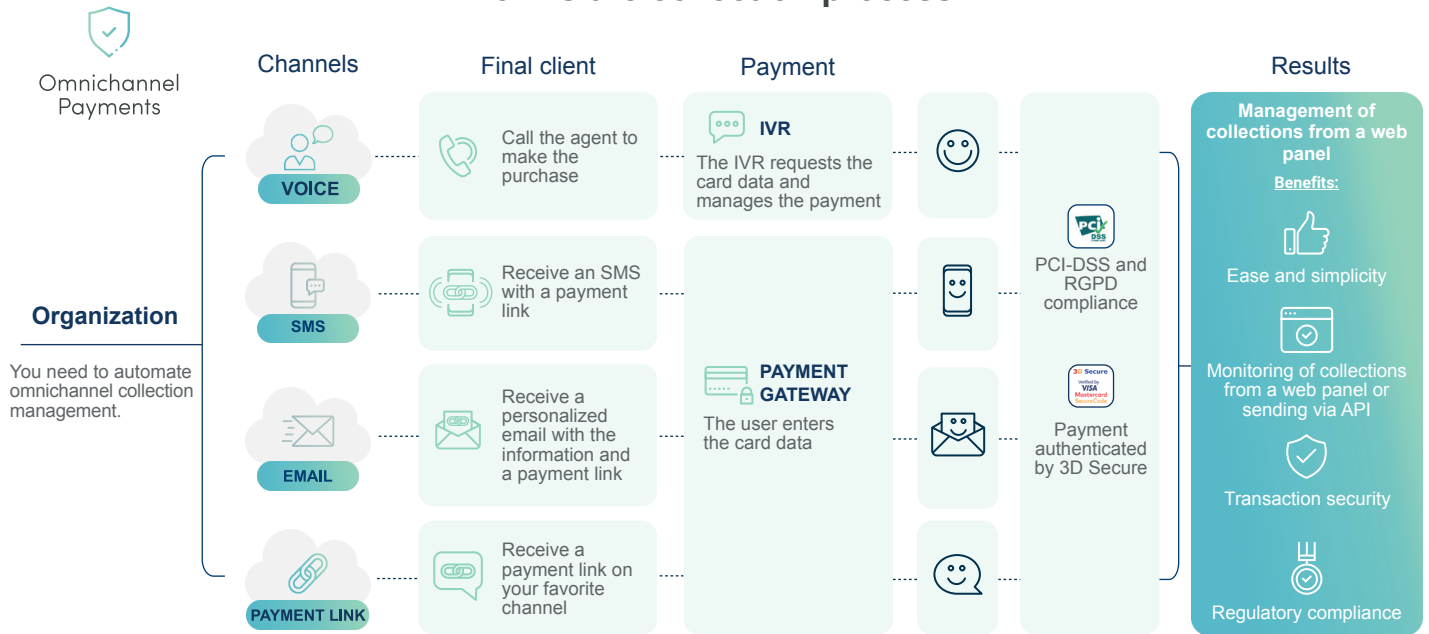
Saving

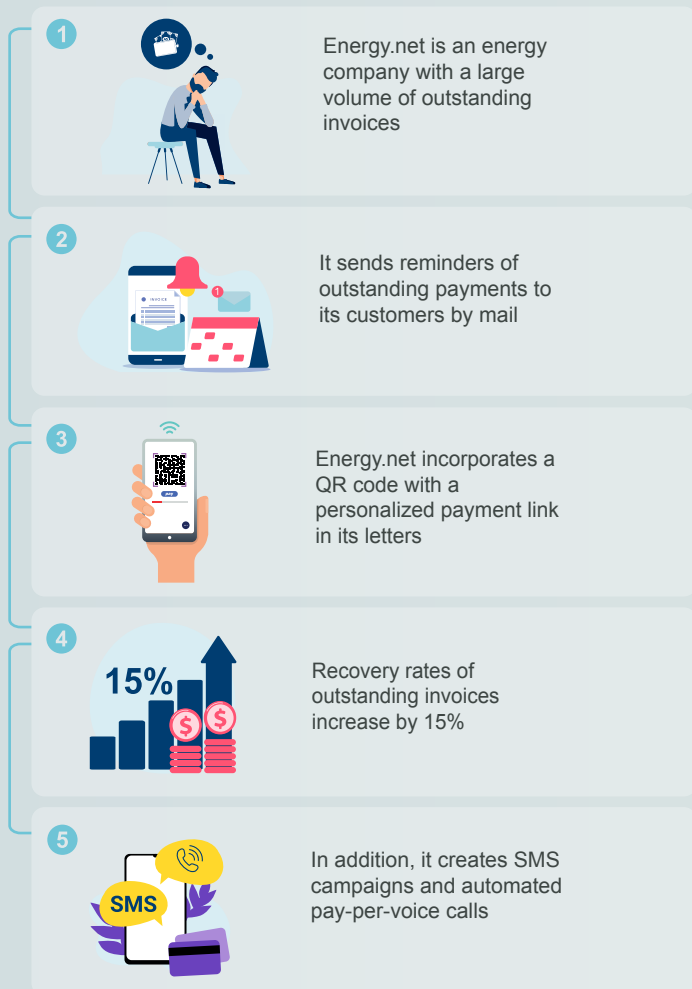No registration fees, no initial investments or adapted payment models.

Integrable

Increase performance by integrating our solution with your CRM, contact center, virtual switchboards and chatbots for automation.
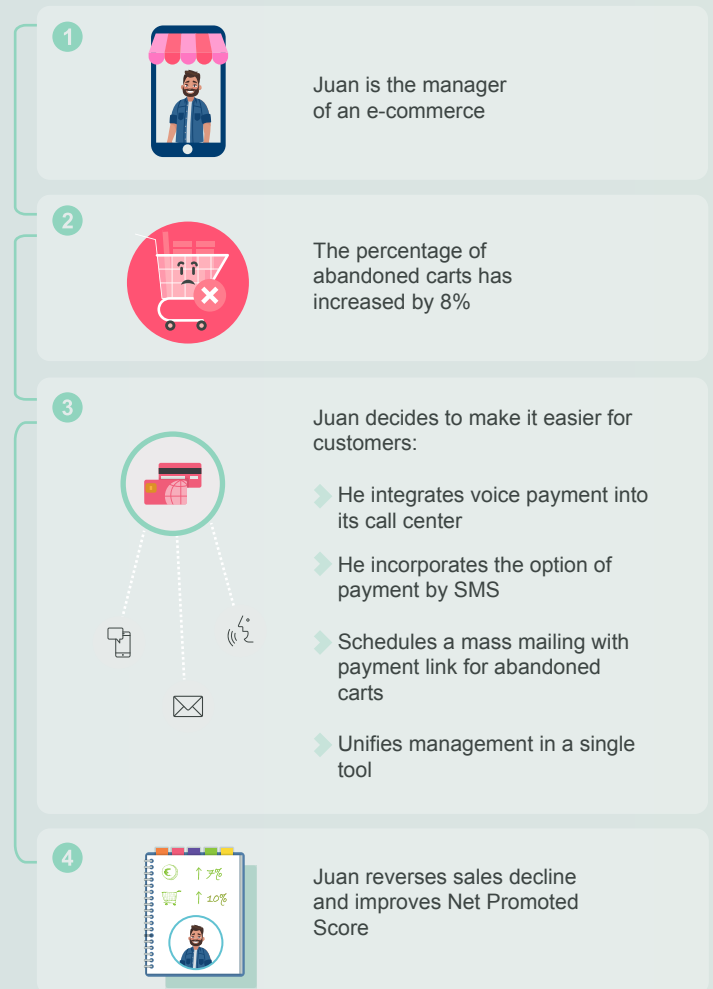
How is the collection process?

Omnichannel Payments

Organization
You need to automate omnichannel collection management.

Channels	Final client	Payment		Results

Channels

VOICE

SMS

EMAIL

PAYMENT LINK

Final client

- Call the agent to make the purchase
- Receive an SMS with a payment link
- Receive a personalized email with the information and a payment link
- Receive a payment link on your favorite channel

Payment

IVR — The IVR requests the card data and manages the payment

PAYMENT GATEWAY — The user enters the card data

PCI-DSS and RGPD compliance

Payment authenticated by 3D Secure

Results

Management of collections from a web panel

Benefits:
- Ease and simplicity
- Monitoring of collections from a web panel or sending via API
- Transaction security
- Regulatory compliance

Use cases

Increased recoveries at energy company

1. Energy.net is an energy company with a large volume of outstanding invoices
2. It sends reminders of outstanding payments to its customers by mail
3. Energy.net incorporates a QR code with a personalized payment link in its letters
4. **15%** Recovery rates of outstanding invoices increase by 15%
5. In addition, it creates SMS campaigns and automated pay-per-voice calls

Recovery of abandoned carts from an e-commerce

1. Juan is the manager of an e-commerce
2. The percentage of abandoned carts has increased by 8%
3. Juan decides to make it easier for customers:
   - He integrates voice payment into its call center
   - He incorporates the option of payment by SMS
   - Schedules a mass mailing with payment link for abandoned carts
   - Unifies management in a single tool
4. Juan reverses sales decline and improves Net Promoted Score

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