

Delta Prepaid Solutions

Cloud Contact Center Applications & Services

Delta Prepaid Solutions improves the customer experience and lowers costs by supporting multichannel communication to remote agents as a hosted service.

- Optimize Care - Intelligently route calls to contact centers and home agents
- Flexibly Scale - Reliability and efficiency for call surges and seasonality
- Communicate Effectively - Reach and respond via voice, messaging and social media
- Creatively Integrate - Link with CRM, Databases, WFM and other applications in the cloud for superior customer care
- Reduce Costs - Pay per use value with operating expense instead of a capital investment

DELIVERING CARD SERVICES WITH CUSTOMERS' CHANNEL OF CHOICE

Data sharing between channels with knowledge of the customer history and preferences works to:

- Pre-populate CRM systems saving agents time by skipping questions
- Deliver an "agent heads-up" recording of key word or phrase from the automated channel prior to a transfer to eliminate asking the customer to repeat information
- Enable agent access to a knowledgebase of customer history and transactions from emails, chats and social media conversations

IMPROVE SELF-SERVICE AUTOMATION RATES

Prepaid providers have achieved a self-service completion rate of over 90% with Delta Prepaid Solutions' IVR voice recognition or touchtone. Delta Prepaid Solutions inbound voice self services delivers 24x7 access to customers performing routine account tasks, saving agents for more complex interactions.

- Easily update & change audio files and call flow with web-based self service tools
- Create more engaging customer dialogs with VoltDelta's patent pending CrystalWAVE (Crystal Weighted Average Voice Evaluation) voice recognition technology
- Customize your service by leveraging VoltDelta's team of Voice User Interface Designers and Speech Scientists who possess invaluable experience from call volumes now exceeding 2 billion calls per year

RELIABLE AND SCALABLE INFRASTRUCTURE

Unique Scalability with Reliability
The telco-grade IP and TDM infrastructure handles well over 2 billion calls and 2 billion SMS messages with 99.99% reliability.

International Reach

VoltDelta provides redundant services from a common platform that extends beyond North America.

Voice of the Customer

Cost effective and easy to use call recording is an invaluable tool for evaluating customer care performance, ensuring regulatory compliance, and to assist with training.

Security & Compliance

VoltDelta is PCI compliant and maintains a large team of certified security professionals.



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AGENTS ANYWHERE SUPPORT

Delta Prepaid Solutions takes advantage of VoltDelta's robust cloud contact center technology to optimize call management and distribution for remote contact centers and home agents. Improve retention and encourage loyalty with features that include:

- **Call Profiling & Distribution** - Intelligently distributes calls and messages based on skills or other rules
- **Queue Management** - Manages queues for calls with real-time graphical reporting
- **Web-based Agent Desktop** - Soft phone features along with call and message distribution and reporting are based on standard web-browser resources
- **CRM Integration** - Integrates with custom or popular CRM systems such as Oracle RightNow® CX, salesforce.com®, and Microsoft Dynamics™ CRM desktops
- **Supervisor Support** - Real-time observation along with reporting features allows supervisors to immediately react within individual calls as well as compile statistics across an entire population of agents

BUILD LOYALTY WITH PROACTIVE REACH

Boost activation rates and provide loyalty building features with proactive outbound voice automation or SMS text message contact. Outbound contact can be converted to inbound automation or best agent assistance.

- **Confirm transactions and notify of threshold balances**
- **Send reminders to reset pin numbers, activate cards and more**
- **Survey customers for feedback on agent performance or products**

ABOUT VOLTDELTA

VoltDelta is a global cloud-based contact center provider with 35 years of experience. We rapidly tailor and integrate our multi-channel contact center solutions to enable you to increase revenue, boost retention and reduce operating costs with proven scalability and reliability. Our service guarantee is supported by contact center and carrier experts who are dedicated to your success.

LEARN MORE:

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