

## Module



### ConvergeIT®: IVR

#### Audio Response Solution Delivers Flexible Messaging, Call Flow and Functionality

Maximize your audio response channel with ConvergeIT: IVR from Fiserv. This full-featured, flexible interactive voice response system enables your financial institution to offer more services through a vital service delivery vehicle.



Streamlining your telephone banking channel, ConvergeIT: IVR offers choice and control for audio response service delivery. The underlying architecture of the solution replaces existing audio units and interfaces directly with the entire suite of account processing solutions from Fiserv.

#### Multilingual Capabilities

For markets that include non-English speaking communities, ConvergeIT: IVR is available in a multilingual platform, supporting various vocabulary options on the same hardware platform. Your financial institution can include access to another audio response language from the current telephone system menu or maintain a separate telephone number for access.

#### Custom Menu and Messages

Since audio response is menu-driven, your financial institution controls the options available, while optional voice-recording units enable your staff to quickly and conveniently update vocabulary.

#### Timely Account Information

Through integration with your account processing system from Fiserv, the ConvergeIT: IVR audio response system provides automated, up-to-date account information quickly and easily over the phone without intervention by a service representative.

#### Greater IVR Control

With ConvergeIT: IVR, users can perform a wide range of tasks, including:

- Retrieve account balances, dividend history and current rates
- Inquire on transaction history, search for specific checks, review payroll transactions or check specific transaction codes
- Request literature on current products and services
- Transfer funds intra- or inter-account
- Request withdrawals by check
- Reorder checks and make bill payments
- Place stop payments
- Report a lost or stolen credit card

#### Connect With Us

For more information about ConvergeIT: IVR, call 800-872-7882, email [getsolutions@fiserv.com](mailto:getsolutions@fiserv.com) or visit [www.fiserv.com](http://www.fiserv.com).

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