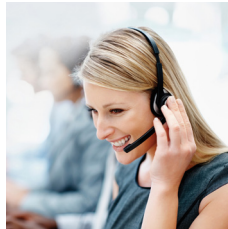


Sentry™ Unified Communications: ConvergeIT®: IVR
Audio Response Solution Delivers Flexible Messaging,
Call Flow and Functionality



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

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

Convenient Speech Recognition

Speech recognition functionality makes the solution even more convenient. Customers have the option to navigate our user-friendly system with speech commands or by using keypad buttons.

Multilingual Capabilities

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

Because audio response is menu-driven, your financial institution controls the choices that are available, while optional voice-recording units can 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 can provide automated, up-to-date account information quickly and easily over the phone without intervention by a service representative.

Multifactor Authentication Mitigates Risk

Multifactor authentication (MFA) can provide another layer of security for ConvergeIT: IVR by requiring callers to correctly answer a challenge question, in addition to entering their PIN. Questions, such as the caller's date of birth, ZIP Code, phone number and Social Security Number can be automatically generated during login for enhanced identity verification.



Fiserv is driving innovation in Payments, Processing Services, Risk & Compliance, Customer & Channel Management and Insights & Optimization. Our solutions help clients deliver financial services at the speed of life to enhance the way people live and work today. Visit fiserv.com to learn more.

Greater IVR Control

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

- Retrieve account balances and current rates
- Inquire on transaction history, review payroll transactions or search for specific checks and other transactions
- Request literature on current products and services
- Transfer funds between accounts
- Verify funds availability
- Reorder checks
- Make bill payments
- Instruct stop payments
- Report a lost or stolen credit card

Key Benefits

- Can enable self-service for greater convenience and cost savings
- Available 24/7, enhancing service and satisfaction
- Allows authentication of callers before they are routed to the service representative
- Integrates with account processing system, enabling agents to view customer/member records on-screen, as calls are answered
- Can provide key usage insights through automated and ad hoc reporting
- Can maximize operational efficiency

Connect With Us

For more information about Sentry™ Unified Communications: ConvergeIT®: IVR, call 800-872-7882, email getsolutions@fiserv.com or visit fiserv.com.



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