

# Notifications & Alerts

Smarter payment experiences with BillMatrix®

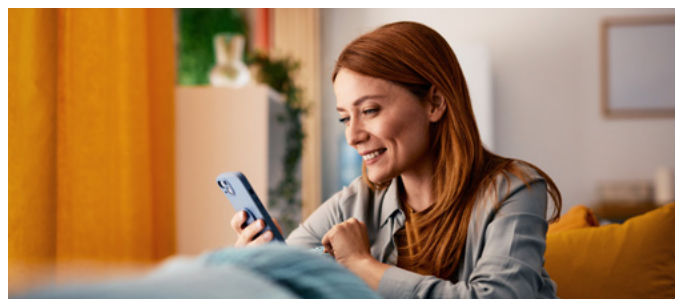
**BillMatrix from Fiserv is a secure, easy-to-integrate payment platform that delivers an on-brand, user-friendly experience while giving your customers multiple real-time payment options. Now, with the addition of Notifications & Alerts, you can leverage data to send timely reminders, encourage proactive payments and enhance the overall customer experience – all while strengthening your payables capabilities.**

**Notifications & Alerts works within your existing platform to enhance the user experience across the payment journey.**



## Key features

- Configurable payment experiences
- Ability to design, compose, test, approve and send mass communication with real-time data from back-end ERP systems such as SAP, Oracle, Tyler Technologies and Microsoft Dynamics
- Customer choice and flexibility across communication channels and payment methods, including support for web, IVR, CSR, card, ACH and digital wallets
- Customer preference management for opt-in/opt-out notification settings
- Streamlined operations and reporting with consolidated remittance and settlement





## Key benefits

- Connects easily with the multichannel BillMatrix platform
- Simplifies communications
- Increases payment adoption
- Drives web and visitor traffic from call-to-action communications (email, text and web)
- Promotes paperless adoption, autopay, service alerts, events and philanthropic campaigns
- Provides an enhanced customer experience with tailored communication preferences

## New capabilities and convenience

**Notifications & Alerts** integrates with our all-in-one solution for bill presentment, payment and communication needs. Billers can use the feature to run promotional and philanthropic campaigns, launch surveys and send notification alerts for bill readiness, payment reminders and more, all from a single platform. The communication channels (web, text and email) are fully integrated with popular ERPs such as SAP, Oracle, Tyler Technologies and Microsoft Dynamics, ensuring a streamlined and efficient process. A single integration provides the full spectrum of the platform's capabilities, and boasts numerous real-time features.

For a biller's customers, **Notifications & Alerts** offers flexible, reliable and real-time communication options tailored to their preferences. The solution provides

a choice of multiple communication channels and language support, ensuring personalized and flexible interaction. And, real-time updates provide a consistent view of transactions, making the payment experience smoother and more reliable for consumers.

## More ways to connect with your customers



Call-to-action SMS



Pay by link



Call-to-action emails



Service/outage alerts



Outbound IVR

## Actionable insights

The reporting capabilities in the system enable you to filter, analyze and visualize data for ongoing improvement in your use of **Notifications & Alerts**. You can identify and monitor key performance indicators, enhance and track payment journeys, and have access to real-time metrics at your fingertips.

## Secure integration

The cohesive integration of **Notifications & Alerts** ensures that the communication feature seamlessly enhances the existing BillMatrix product, providing a comprehensive and intuitive solution for billers and their customers. Our systems are designed to meet PCI compliance requirements, and we ensure that our solutions align with ISO/IEC 27001 standards and undergo SOC1 and SOC2 audits. It integrates with multiple billing systems and delivers a streamlined and secure payment experience.

## Connect with us

For more information about BillMatrix and **Notifications & Alerts**:  
800-872-7882  
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Fiserv is the global technology leader at the intersection of finance and commerce. Our solutions empower financial institutions and businesses of all sizes to deliver banking and payments experiences that move more than money.

Discover how at [fiserv.com](https://www.fiserv.com).