Interactive Voice Response

Level Up Your Insurance Strategy

Interactive Voice Response (IVR) is a powerful addition to any insurer's strategy. From routing calls and taking payments over the phone, to outbound policy reminders, alerts and text-to-pay features, IVR frees up time for your team to handle the specialized needs of insureds.

The Self-Service Options, Flexibility and Convenience Your Policyholders Want

Inbound

Free up resources spent on inbound calls while reducing wait times.

Outbound

Send outbound messages fast – without overwhelming call reps.

Pay by Text

Do your customers prefer texting? No problem!

Phone 866-385-6487

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Reap the Many Rewards of IVR

- **Industry's Best Pricing** – payCloud.io offers the most competitive pricing, providing you with valuable IVR savings.

- **Cloud Based / SaaS Solution** – Our solutions are highly scalable, secured with built-in redundancy and available wherever you need. Plus, you don't have to pay for server, infrastructure, or telecom hardware costs.

- **Fully Customizable** – We build solutions that allow you to customize to your specific business needs and requirements.

- **Platform Independent** – The IVR solution can be built into any policy administration system, regardless of brand.

- **Variety of Voice Options** – With multiple languages and voice styles, IVR can be customized to reflect your company's brand.

- **Multiple Payment Options** – Consumers want choice and convenience. With IVR, they can pay via card or bank account, and we can remember payment information for ease when making future payments.

- **Automatic Policy Detection** – We automatically match up the policy and phone number to make the call swift and easy.

- **E-mail and SMS Receipts** – The system automatically sends a receipt of transaction to the customer's phone or e-mail.

Integrate with Your Platform in 3 Easy Steps

Step 1

The skilled payCloud.io team integrates IVR with your policy admin system. This is a painless process that only requires a small amount of your time. Our team handles the heavy lifting.

Step 2

Once the customization documentation is complete, we'll utilize it to get your IVR system tailored to your specific business needs. We also handle the integration with your payment partner for turn-key set-up.

Step 3

Your system is LIVE! We'll work with you to add this option to your phone's routing system. Insureds can start making payments 24/7.

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