

EXACT NUMBER

Relieve the Pressure on Your Call Center and Increase Their Efficiency with a **Fast, Comprehensive One-Time Update to Your Consumer Contact Information**

Call Centers Are Under Strain

Consumers have all but halted making in-person visits to physical locations, shifting interactions to virtual channels. Much of the customer service traffic has fallen on call centers, placing them under significant stress, and leaving them vulnerable to operational and fraud risks.

Challenges Facing Call Centers

- Call volumes are surging by up to 25%
- Caller wait times are increasing due to capacity constraints
- Fraudsters are continuing to target call centers

Payfone Raises Contactability from 17% to 77%

Problem: One of the largest health insurers in the Northeast, serving 2M+ people, lacked accurate phone numbers for most members.

Result: Payfone verified and returned 1.7M member numbers, corresponding to 92% of overall mobile numbers.

Overview

Payfone helps you to securely verify your consumers using their phone numbers. Payfone will take your consumer portfolio and validate their existing phone numbers against an authoritative network of identity data sources, discovering missing and additional consumer phone numbers in the process.

Benefits

- Significant reduction of call handle times
- Fast, easy implementation with minimal resources
- Increased contactability (ANI matching) by up to 85%
- Reduced need for KBA and substantial cost savings

Seamless Implementation

- Comprehensive one-time update with minimal development resources.
- Easily append updated consumer records to your CRM database and query as desired.
- 72-hour average turnaround time for updated records.



Contact us at: <https://www.payfone.com/contact/>



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