

C3 Payment (Contact Center Commerce)

PCI DSS Compliant Credit Card Payment Solution

Streamline the payment collection process

Includes Call 2 Action Workflow Engine

Easier process means faster payments

Enable your contact center agents to send secure payment links to customers via email, text and chat to help finalize payments while on a call. Customers complete payments via the secure, mobile friendly web portal without having to share credit card numbers with agents over the phone.

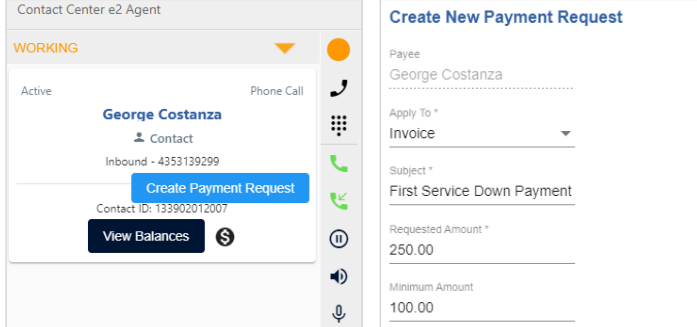
- Simple pricing and subscription model
- Fully PCI DSS Compliant system to improve capabilities for receiving payments
- Agent real time visibility of payment activity: Requested, Received, Approved, Declined
- Fully integrated with NICE inContact MAX Agent
- Fully integrated with Customer Dynamics products

With the C3 Payment solution from Customer Dynamics get paid **faster** and **easier**.

Welcome to Modern Payment Processing.

Using C3 Payment, you can process payment transactions utilizing credit cards in a secure, consistent manner across a variety of devices, including smartphones, tablets, PCs, and other connected devices.

Improve payment frequency rates and decrease payment abandonment as agents send **secure payment links** while speaking with customers. Then, monitor the payment process status while remaining connected with the customer.



Web portal where users can complete self-serve payment

Real-time visibility of payment activity

Benefits at a Glance

- Improve payment collection conversion rate by completing transactions while agent is on the phone
- Use omni channel collection methods
- Reduce PCI DSS compliance burden and eliminate the need for agents to handle or see credit card numbers by using the C3 Payment web portal to process payments
- Measure and optimize customer payments with real-time analytics
- Simple implementation enables C3 Payment to be used stand-alone or with native integrations for NICE inContact MAX Agent
- Easy addition to contact center toolset with simple pricing and subscription model
- Fast implementation time - typically up and running within 1 week

C3 Features



Easy Process

Collect payment information while on the phone with the customer, improving agency efficiency



Omni-Channel

Run collection efforts in an omni-channel environment



Secure Workflow

Secure sensitive financial information and eliminate or reduce PCI DSS compliance burden



Real-Time Analytics

Measure campaign success on a real-time basis with reporting and easy-to-use data analysis tools



Implementation Options

Use as stand-alone, or integrate with leading CRM systems, NICE inContact, and Ring Central



Easy Add-On

Simple pricing and subscription model makes it easy to add

Licensing & Fees

- **Monthly Seat License –**
 - No additional seat license fees for Customer Dynamics products including Safe Select, OutReach, e2 Agent, uMax
 - Add on of \$10/seat for NICE inContact's MAX Agent product
- Standard credit card processing fees managed by Customer Dynamics when utilizing C3 Payment processor merchant account
- Minimal additional fees may apply with non C3 processor merchant account (*bring your own processor*)
- Minimal integration fees with fast implementation

To learn more about C3 Payment from Customer Dynamics and get a live demo, visit

<https://customerdynamics.com/c3> or call 801-428-1200.

About Customer Dynamics

Customer Dynamics has helped hundreds of customers, from small business to enterprise, deploy and integrate world-class CRM & contact center solutions by utilizing a unique blend of customer relationship management (CRM) software and contact center applications.