



# TELEPHONE BANKING

**suchakdatasystems**

Suchak Data Systems, Inc. offers a solid, feature-rich Interactive Voice Response (IVR) system that is the basis of the Telephone Banking System uniquely affordable and functional for community based financial institutions. Its proven turnkey hardware, software and service package goes to work for you every day with hassle-free dependability - making your financial institution more competitive and significantly increasing your overall productivity. The SDS telephone banking solution is available as an in-house or service center solution.

The software and hardware components are pre-loaded and pre-configured to a basic setup. The standard telephonic hardware configuration is a 4-port analog interface card which will accommodate up to 4 incoming lines. These 4 telephone jacks can be plugged into your institution's PBX system or into direct outside phone lines using standard RJ-11 connectors and standard phone cabling. The system can also be configured for additional lines in increments of 4 (i.e. 8 lines, 12 lines, etc).

The SDS IVR Manager product contains the Interactive Voice Response system configuration and reporting tools that provide for a user-friendly method to customize and integrate the telephone banking system into any financial institution's environment and core banking system.

Part of the versatility of the system is the capability for the institution to customize many of the voice recordings.

## **Telephone Banking Solution Features**

Standard out-of-the-box features include:

### **Account Balance:**

Provides account balance on savings, checking, Certificate of Deposit, IRAs and loan products including consumer loans, commercial loans, mortgages, revolving credit and others

### **Transaction History:**

Provides transaction activity on today's activity, specific checks, deposits, withdrawals, interest, escrow, and others

### **Transfers/Payments:**

This option allows the customer to transfer funds between two eligible accounts or make loan payments

### **Card Activation/Disable Card:**

This option allows the customer to activate a new ATM or Debit card. A secondary feature provides the ability to disable a lost or stolen ATM or Debit card. (Feature available to SDS ATM processing service clients only.)



## Telephone Banking Solution Features (cont.)

### Branch Menu:

Provides general branch information including address, hours of operation, ATM locations and any other information the financial institution wishes to present to it's customers for all of the institution's branches and ATMs.

### Change Pin:

This option allows the customer to change their telephone banking PIN (Personal Identification Number) at any time

### Instructions:

This option allows the financial institution to instruct the customer how to use the telephone banking system

### Exit IVR:

Choosing this option will terminate the call

### Repeat Options:

The capability to replay current menu options or current information is available by using this option throughout the telephone banking system

### Transfer to Operator:

Transfers a call to an Operator or a Customer Service Representative (CSR)

## Interactive Voice Response Manager

### Features

#### Manage System Parameters:

Policy File & Caller Menu Options

#### Manage User Access to the Database:

Add or Delete Users, Set security levels and reset passwords

#### View and Generate Reports:

System and Caller Volume Reports

## Key Benefit

Providing your customers with ease of access to their account information and peace of mind knowing that when they are in need of their account information, it is just a phone call away.



## ABOUT SUCHAK DATA SYSTEMS

**Suchak Data Systems, Inc.** is a full service provider of technology solutions for financial institutions. The company is now in its third decade of growth and continues to expand its diverse set of solutions and services. Founder, President & CEO Vinod Suchak has been working closely with community banks on technology-related issues for over 30 years. The firm develops and supports Core Banking Solutions, Online Banking Solutions, Telephone Banking Solutions, Branch Automation Solutions and ACH Origination Solutions for in-house and service bureau settings supporting many financial institutions across the Northeast.

### SUCHAK DATA SYSTEMS, INC.

2085 Baseline Road  
Grand Island, New York 14072

toll free: (877) 888-1483

phone: (716) 773-1483

fax: (716) 773-7692

<http://www.sdsbanksys.com>