TaxTalk®

Hosted or Premise-based
Contact Center Automation for Tax Offices

Sonant's TaxTalk Interactive Voice Response (IVR) and Interactive Web Response (IWR) product addresses the unique needs of property tax agencies to provide convenient 7x24 public access and self processing for their customers in the most cost-effective way for the tax agency.

TaxTalk can be installed in your data center and use your existing conventional or VoIP telephone system. It can also be offered as a service hosted by Sonant. Hosting greatly reduces the cost of installation, infrastructure and support.

TaxTalk applications feature an Electronic Payment Solution (EPS) that allows a taxpayer to make online payments by credit card or electronic check. Sonant's payment processing component is fully PCI-compliant.

IVR callers needing assistance will be transferred to an agent. With the optional call center automation software, the agent can return the call to the IVR application, eliminating the need for the agent to handle the taxpayer's sensitive payment card or check information.

TaxTalk supports Current Secured, Unsecured, Supplemental and Prior Year Defaulted taxes in a single application. TaxTalk can be configured to also present all related bills when taxpayers access their tax record for a specific parcel or bill. Taxpayers can select which of the bills they wish to review and pay in a single payment transaction. They can also request duplicate bills be faxed, e-mailed or mailed to them. Payment of regular installments and monthly payment plan installments are supported.

The taxpayer can review the detailed payment status and history of each bill. The system can be configured to provide a calendar year record of payments for income tax purposes. Additionally, TaxTalk lets the taxpayer hear/view pre-recorded information messages covering general information, as well as Agency policies and procedures related to each tax roll.

TaxTalk can be configured to make outbound calls or send email to notify taxpayers of delinquent payments and to assist with collecting those payments. The taxpayer receiving the call can make a payment on that call.

TaxTalk benefits include:

- Taxpayer friendly access by telephone or web 7x24
- Improves revenue cash flow and reduces delinquent payments
- Supports all types of tax rolls and data
- PCI-compliant payment processing;
- Configurable payment processing fees policy;
- Real-time backoffice financial systems recording, updates;
- Automatic Speech Recognition for voice processing;
- Multiple language capability;
- Can be installed in your data center or offered as a hosted service
- Improves staff efficiency by handling the routine calls
- Cost effective optional call center automation software improves staff efficiency

Treasurer/Tax Collector Office

Anywhere Contact Center Agents

Electronic Payment System:
Heartland

IVR
IWR
ACD
CTI
AUTOATTENDANT

TAXTALK
CONTACT CENTER AUTOMATION

Automated Outbound Notifications: Calls, Text, Email

Anytime, Anywhere Property Taxholder Interactions