

# XP Messaging

Enable secure payments anywhere, anytime

## Offer the convenience of mobile payments

We know that messaging is an effective and convenient way to communicate with your customers. But did you also know that you can further enhance customer experience by enabling secure payments over messaging? With XP Messaging, you can accept mobile payments for goods and services - it's easy, secure, and just a click away.

## Secure payments via XP Messaging

The concept of a secure payment is relatively simple, even if the technology behind it is more complex. Simply send your customer a secure payment link, they enter their information, and the payment is processed. Sensitive financial details are hidden from the CX advisor or chatbot, so customer data remains private and secure. Offering this fast and easy payment method while customers are already engaged in a text exchange with your business streamlines their experience and builds brand loyalty and trust.

## XP Messaging enables quick, easy payment transactions supported by:



### Security

Secure transfer of PII data from customer to advisor desktop or chatbot



### Data integrity

Maintain historical customer information to improve customer relationship



### Convenience

Customer conversation and payment are completed in the same messaging window

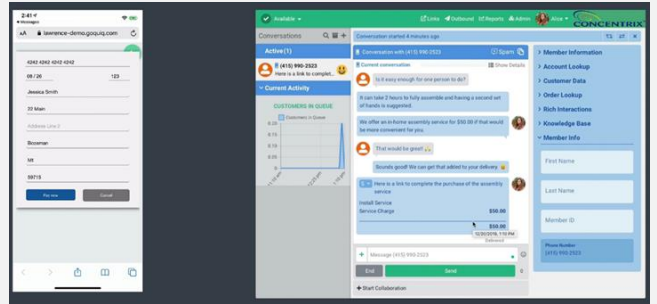
# Business impact

Beyond customer convenience, secure payments with XP Messaging brings tangible results to your customer experience center.

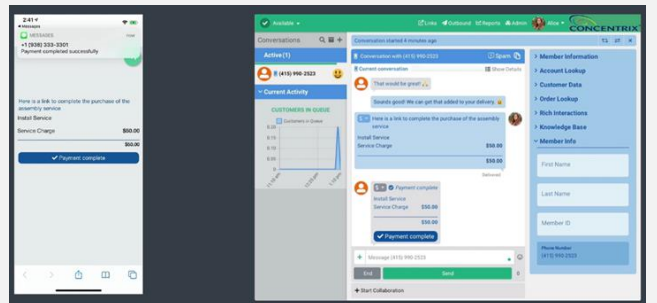
- Reduces the need for mailed or emailed bills and invoices
- **3X** improvement in advisor efficiency
- Message history allows advisors to deliver better experiences that build trust with your brand
- Reduces your liability by masking sensitive customer financial data
- **200%** lift in sales conversion rates by offering in message payment options
- **20%** recovery in abandoned carts with a reminder text that includes a payment option

# How it works

Customer information is hidden from the advisor while the messaging solution communicates with the payment client server.



After payment transaction is complete, customer and advisor receive payment acknowledgement.



Customer data stays private and secure.

# Why Concentrix?

We are a global team of skilled professionals driving exceptional customer experiences through digital-first technologies. We are passionate about CX and partner with the world's best brands to transform their customer experience centers and build brand loyalty.

Want to learn more about  
**XP Messaging?**

Visit us on the web! Click [HERE](#)

+1 800-747-0583 | [www.concentrix.com](http://www.concentrix.com)

© 2021 Concentrix Corporation. All rights reserved.

11/2021