



# Payment Support

Helping customers with payment difficulties through automated payment support plans



There's always been a need to help people in difficulties with payments such as utility bills and credit cards. However, the recent COVID situation has exacerbated the problem.

A better, more automated way of handling the provision of personalised payment plans is needed to help customers.

## Payment Support Portal (PSP)

The Payment Support Portal (PSP) is a Liberty Create accelerator built to help solve this issue.

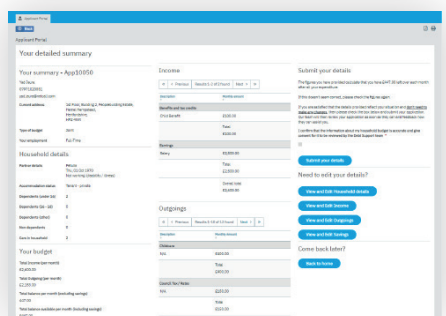
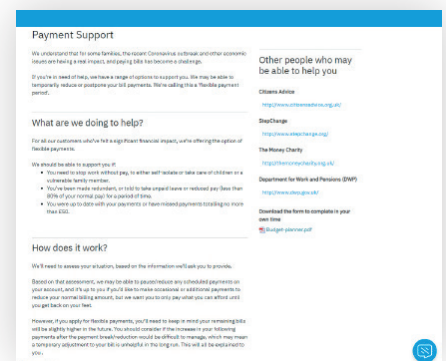
Rather than a cumbersome manual process requiring weeks to complete, PSP makes it easy to offer self-service help to customers quickly and efficiently through an online portal.

## Automating payment processes

Based on the defined process, automation is used to determine the best way to support the customer. Should they meet necessary criteria, outstanding debt can be frozen. Then, payment plans can be offered to spread payments over a longer period or reduce the amount owed. These specific criteria used can be fully customised.

The relevant criteria for payments and recovery is likely to frequently change over the coming years. So, a customisable and automated process can deliver significant savings for organisations which are facing increasing numbers of customers in difficulty (both business and consumer).

The Payment Support Portal is free-to-use for any existing Liberty Create customer and available for download from the Netcall Community AppShare.



**Talk to us.**

Contact us today to learn more  
[netcall.com/platform/low-code](https://netcall.com/platform/low-code)

Or call us on **0330 333 6100** and say  
"Liberty Create"

**Find out more:**

[netcall.com/community](https://netcall.com/community)

