



eVIEW Helps You Deliver Excellent Service

We offer much more than just great statement printing and mailing.

eVIEW helps your Customer Service Representatives (CSRs) serve your customers more effectively.

With eVIEW You Can
VIEW - eMAIL - FAX - rePRINT - reMAIL
90 Days of Mailed Statements

Line Item	Description	Amount	Balance
1
2
3
4

Healthcare Sample

Access eVIEW 24x7 at BillFlash.com

See how your CSR can better handle your customer's statement question with **eVIEW**.

Scenario - Best EFFORT

CSR cannot see actual statement but can see billing software screens

Customer: "The 3rd row charge looks like a duplicate from last month. Is this right?"
CSR: "HMMM, since I can't see your actual statement please describe what you are seeing in more detail so that I can better understand your situation."
Result: Able to VIEW only the billing software, the CSR eventually understands and resolves the question.

Scenario - Best RESULT

CSR can see actual statement and billing software screens

Customer: "The 3rd row charge looks like a duplicate from last month. Is this right?"
CSR: "Let me pull up copies of your last two statements so I can see what you see. Okay, I have them now and I see what you're questioning. You're right that the descriptions and amounts are similar. However, you'll notice in column 2 that the service dates are different each reflecting one half of a two step procedure. Would you like me to eMail, Fax, or Mail you a copy of either statement?"
Result: Able to VIEW the statement and billing software, the CSR quickly understands and resolves the question.

...the bottom line...

CSRs love having eVIEW to best serve your Customers!

Contact your BillFlash Reseller to Sign Up

- Stephens & Associates - Dick Bishop
- 805-650-6128 x123 or Sales@SAtechs.com

Enroll Now at BillFlash.com

