In partnership with POSATEL INC. MSTART have developed an interactive telephone banking system; a state-of-the-art service that offers customers a higher level of confidential banking by phone and enable them to complete bank transactions by means of telephone. Automatic telephone banking system significantly saves customers time.

Financial organizations can realize significant benefits from automated telephone answering services. Clients seeking financial information or personal account data can be provided this information 24 hours a day.

Automatic telephone banking system allows using following functionalities:

- Retrieve account balance
- Listen to account history
- Complete money transfer operation
- Report lost or stolen cards
- Change account PIN code
- Activate bank cards

Features

- Security and authentication: To guarantee security, the customer must first authenticate through a numeric code, additional security questions can be presented for further security

- Confidentiality: The Platform is designed to meet the requirements of the highest information security standards to help ensure confidential caller information stays confidential

- Integration: The system leverage standard web application technologies to integrate the system that financial developer already have
- VoiceXML (VXML): is the W3C's standard XML format for specifying interactive voice dialogues between the customer and the system. It allows voice responses to be written without the need for pre recording
- Call recording: ability to record and save user interaction to meet regulatory requirements

- Multilingual: VoiceXML supports English, French, Spanish, German; additional languages can be easily added.
- Call reporting: detailed calls reporting showing the caller ID and detailing every interactions with the system
- Web based management: easy to use web based system to manage the system

To learn more about the telephone banking system or if you have a project in mind and would like to inquire about our services, please complete the Request Consultation form.

[**Request Consultation   >**](#)

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