What is the 2Checkout Interactive Voice Response system?

Overview

Starting with 2014, 2Checkout has introduced support for new Interactive Voice Response system. This system is geared towards helping your customers better manage their subscriptions.

Through the Interactive Voice Response system subscribers can:

1. Check the auto-renewal and recurring billing status of their subscriptions. To do this, they need to provide the last four digits of the card number used during the acquisition process.
2. Request that 2Checkout re-deliver the license codes to the end user. 2Checkout sends the license codes to the email address associated with the subscription.

Benefits

Through the Interactive Voice Response system, you empower your customers to take more control of their subscriptions through easy to use self service capabilities that they can access directly from their mobile phone, significantly shortening the time needed to resolve requests such as the ones mentioned above.