



Fast Pay: Simplified
payment processing for
local government.

Introducing 8x8 Fast Pay.

Simplified payment processing for local government.

It's time to rethink how payments are handled across local government.

From council tax to social housing and parking fees, outdated payment journeys are placing unnecessary pressure on citizens, contact centre agents, and finance teams alike.

8x8 Fast Pay reimagines the entire process—bringing together proactive engagement, omnichannel access, and automated support to streamline collections, empower citizens, and enhance operational efficiency.

This is what modern public service should feel like—accessible, compassionate, and effortless.



Helpful payment reminders.

Reminders delivered with compassion.

Why wait until someone is in arrears to reach out?

Encourage engagement with automated, timely SMS reminders that meet people where they are. Citizens get nudges that are helpful, not harassing, and one tap takes them on a secure payment journey.

This proactive approach reduces missed payments, provides early support to more vulnerable citizens, and relieves your agents from the burden of chasing. It's compassionate, compliant, and cost-effective.

98%

SMS open rate
for maximum
engagement.

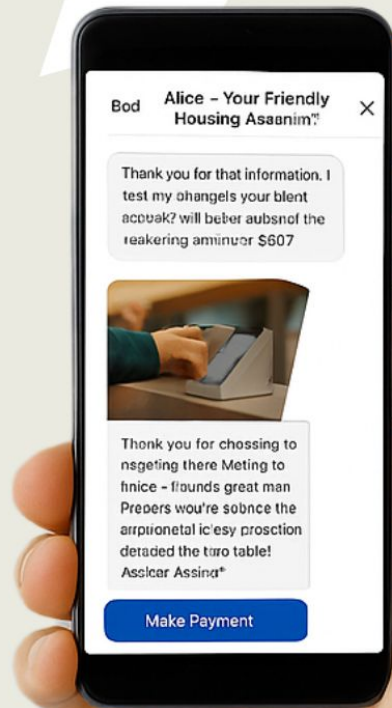
Multichannel payment options.

Five ways to pay, one simple message.

Choice builds trust. That's why Fast Pay offers five intuitive ways to pay from a single reminder.

Citizens choose the channel that suits their situation and comfort. Whether they're commuting, at home, or need help from an agent, the payment journey is accessible, secure, and seamless. It's how digital inclusion becomes reality.

The digital and agent assisted DTMF, voice or click to pay options protect sensitive data and provide comfort throughout the payment process while offering support where needed.





Empower agents with automation and AI.

Minimise errors, optimise efficiency.

Imagine your agents relieved of the repetition of chasing payments and are equipped instead to focus on citizens who need human support.

Fast Pay uses 8x8 Intelligent Customer Assistant™ AI-powered chatbots to handle FAQs, validate accounts, and guide users through common queries like DHP applications. And, when payments need to be made, 8x8 Secure Pay™ reduces data entry and ensures PCI-DSS compliant payments. This means faster resolution times, more satisfied citizens and more productive teams.

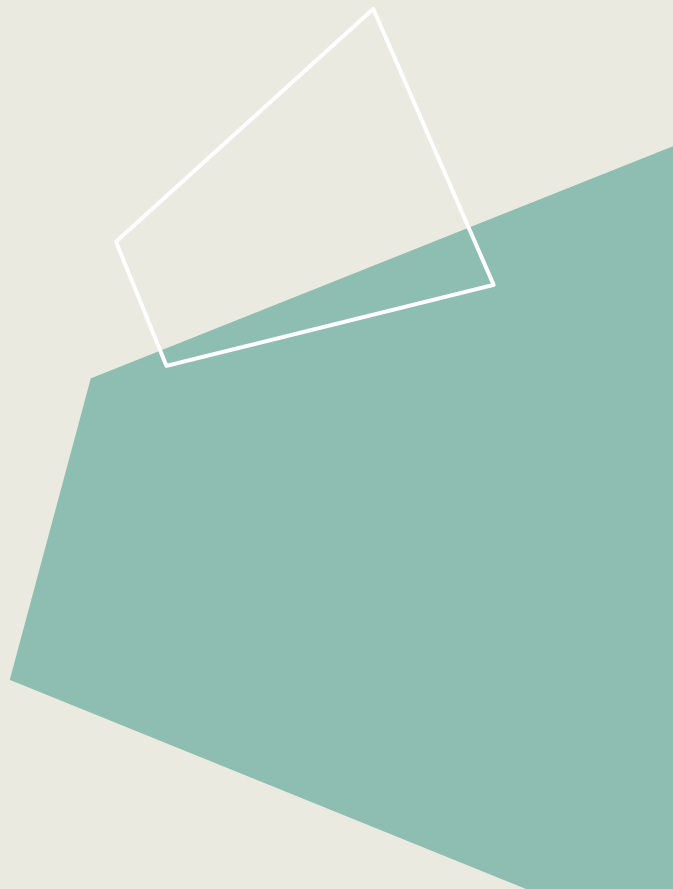
Plus, every conversation is tracked, ensuring accountability and providing valuable insights for continuous improvement.

PCI-DSS compliant processes.

Built-in compliance and security.

Public trust depends on secure, responsible systems. Ensuring payment processing is fully PCI DSS-compliant is at the heart of delivering great service through voice, digital, and automated channels.

Risk is minimised and citizen and agent integrity is protected. Personal data never enters the contact centre environment, while GDPR-ready audit trails and secure authentication with OTP and 2FA mean you can meet regulatory demands with confidence and transparency.



Optimize contact centre efficiency.

Deflect calls, increase accuracy.

With Fast Pay contact centres become more than call deflection and payment processing hubs—they become digital enablement engines. Automated workflows reduce call volumes, bots handle common queries, and analytics highlight where live agent support is most needed.

The result? Faster answer times, quicker resolutions, and better citizen outcomes—without increasing headcount.

Call transcriptions, sentiment analysis, CRM integrations and valuable insights provide context for conversations reducing stress, improving confidence, and boosting job satisfaction for more positive citizen experiences.

86%

call deflection.

70%

accuracy.

Streamline finance workflows.

Boost collections, reduce arrears.

Finance teams reduce cost to collect ratios and gain visibility into behaviours and risk profiles, enabling earlier intervention.

Early intervention combined with automation to support citizens and handle FAQs reduces manual labour associated with repetitively chasing debts and write-offs. Citizens feel supported, not pursued—and the council sees improved collection rates.

Say goodbye to the cycle of stress and spreadsheets with Fast Pay.



Smarter payments for a smarter council.

Easier payment processes for everyone.

Digital expectations don't stand still—and neither should your payment processes. Fast Pay helps local authorities move away from siloed, manual workflows to a cloud-first, AI-enabled approach.

Manual workloads are reduced and IT teams benefit from platform that connects contact centres and payment teams, with open APIs and seamless CRM integration. This isn't just future-ready. It's the new standard.

Analytics provide valuable insights, data can be shared, teams become empowered and system administration is reduced.





Ready to transform your payment processing?

At 8x8, we don't just provide technology. We partner with local government leaders to help them reimagine citizen engagement.

Our track record with over 60 councils means we understand the complexity of public service.

Let us show you how Fast Pay can increase collections, reduce costs, and improve citizen satisfaction.

Book your personalised demonstration today and see what's possible when payments work smarter.

[Book a demo](#)

Discover more about 8x8 solutions for local government 8x8.com

