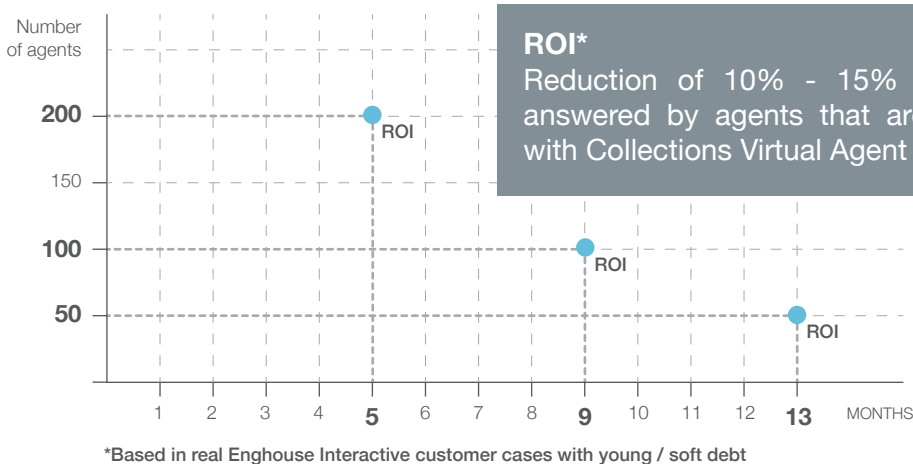Maximize Recovery Management
with Enghouse Interactive
Collections Virtual Agent

Debt collection services are an essential part of any company's credit management, in fact they have become a critical factor in helping many businesses manage their liquidity and financial stability.

In collections management, the Contact Centre agents are a critical part of the operation and, with the high volume of defaults and uncertainty in recovering debt, the agent productivity and efficiency are key criteria in ensuring effective collections and in assisting with the mitigation of risks for a companies profitability.

The innovative Collections Virtual Agent from Enghouse Interactive automates the collection process that takes place between the company and the debtor, emulating the experience given by an agent, while following the same business rules and using the same inbound and outbound contact channels (voice, SMS, email, web chat and mobile applications) This allows for the optimization of management processes, and makes the debt recovery process more cost-effective, efficient and productive.

Number
of agents

200 — ROI
150
100 — ROI
50 — ROI

1 2 3 4 **5** 6 7 8 **9** 10 11 12 **13** MONTHS

*Based in real Enghouse Interactive customer cases with young / soft debt

ROI*
Reduction of 10% - 15% of the calls answered by agents that are automated with Collections Virtual Agent

- UP TO **1000** AUTOMATIC CALLS PER HOUR

- **20%** REDUCTION OF OPERATING COSTS

- USEFULL CONTACTS INCREASED BY **25%**

- POSSIBILITY OF PAYMENT BY CREDIT CARD OR CODEBAR

Collections Virtual Agent Benefits

› Reduces Contact Centre operating costs

› Increases the efficiency of the collection process

› Increases productivity by optimizing the management of the agent

› Adapts the recovery process and the type of service, dependent on the quality of the debt

› Multi-channel processes based on business rules, customer profiles, industry requirements and security standards

› Simplifies automatic billing utilising the debtors preferred contact channels, with minimal effort while taking advantage of the most optimal timing

› Offers a set of detailed reports to facilitate the monitoring of results and to assist in the decision-making processes in to optimizing services strategies

› 360º Omnichannel view of the debt collection outcome to optimize business processes

› Ideal solution for soft-debt based on real Enghouse Interactive customers cases

Recover more Debt Quickly and Effectively

In today's environments, where the pressure to keep costs under control are increasing and the demand for improved earnings is a constant, having a technological solution that allows an optimal balance between operating costs and income generated is essential. This is where the automation of processes and services plays a decisive role, especially when it comes to improving results by optimizing the resources required.

In recovery management this balance of profitability and cost is vital for the solvency of the company. The amount of debt that is generated, and the frequency of defaults on this debt is on the increase, this means that businesses have to provide these services with new capabilities that help to improve recovery and collections. This improvement comes by adapting and optimising the collections strategy to the type and complexity of the debtor's debt and debt profile, this is done by offering simple and personalized mechanisms that contribute to improve results through a more efficient work, promote the payment and anticipate the resolution of the debt.
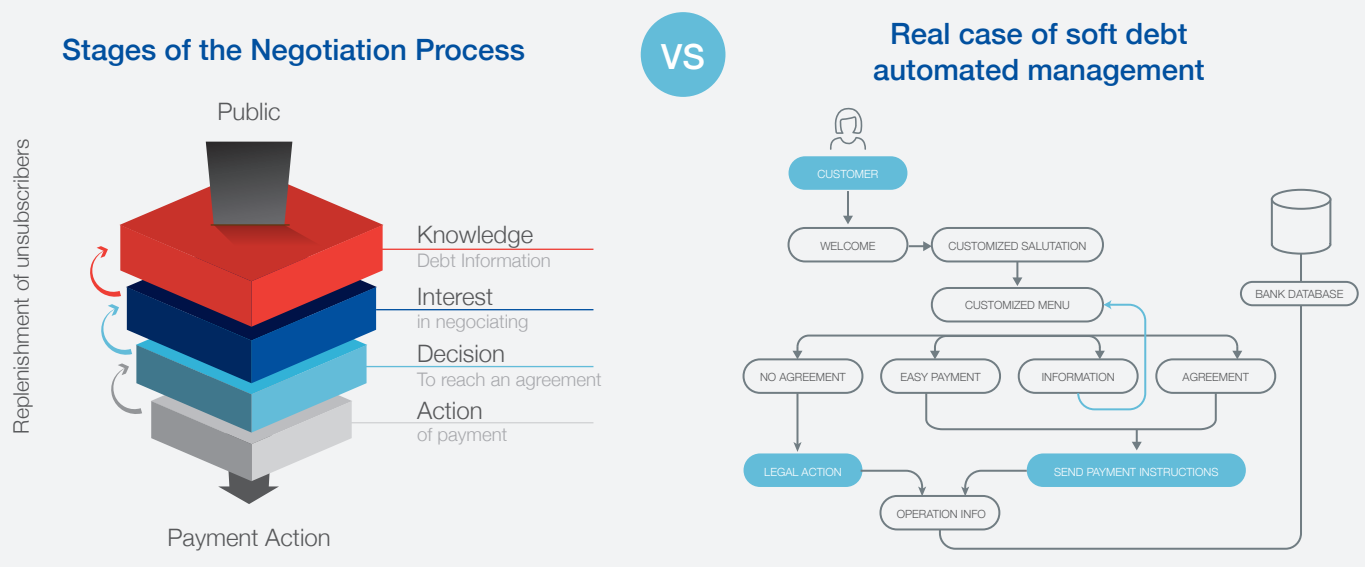
The Collections Virtual Agent is Designed to:

▶ Optimise business processes and improve the recovery results

▶ Facilitate payment, eliminate complexity and reduce operating costs

▶ Automate to increase effective contacts, reduce management time, eliminate operational inefficiencies and error rates

360º Vision of Business Strategies

Companies tend to use different solutions to address each of the debt recovery processes in their Contact Centre, this doesn't always allow them to implement the most effective strategies, due to a lack of visibility and control of each of these disparate processes.

The integration of the Collections Virtual Agent solution with the existing Contact Center system, or in standalone mode, allows you to manage all collection processes from a single platform, create campaigns with specific strategies to each type of debtor, and reuse campaigns based on the results obtained to enhance effectiveness.

Stages of the Negotiation Process

VS

Real case of soft debt automated management

Replenishment of unsubscribers

Public

Knowledge
Debt Information

Interest
in negociating

Decision
To reach an agreement

Action
of payment

Payment Action

CUSTOMER

WELCOME | CUSTOMIZED SALUTATION

CUSTOMIZED MENU

BANK DATABASE

NO AGREEMENT | EASY PAYMENT | INFORMATION | AGREEMENT

LEGAL ACTION | SEND PAYMENT INSTRUCTIONS

OPERATION INFO

Contact us and discover how Enghouse Interactive can transform the Contact Center into a mission-critical function within your organization

Enghouse Interactive (www.enghouseinteractive.es/en) delivers technology and expertise to maximize the value of every customer interaction. The company develops a comprehensive portfolio of customer interaction management solutions. Core technologies include contact center, attendant console, predictive outbound dialer, knowledge management, IVR and call recording solutions that support any telephony environment, on premise or in the cloud. Enghouse Interactive has thousands of customers worldwide, supported by a global network of partners and more than 800 dedicated staff across the company's international operations.

More information: www.enghouseinteractive.es/en