



Presence Suite Tools
allowed us to improve
our Credit Management
Platform efficiency

And segment and manage contacts in a more effective way



Executive summary

Customer name:

Gescobro

Industry:

Collections

Location:

Spain

 More information about Gescobro www.gescobro.com

Challenge

- Perform a technological change to improve Competitiveness.
- Increase Campaigns effectiveness and service quality.
- Superior quality custom reports design
- Real time monitoring

Results

Through the implementation of Presence Suite tools, Gescobro achieved:

- Agents productivity increase of more than 25%
- Reduce calls abandon rate to <3%
- Improve the campaigns implemented by the company
- Offer a quality service and increase customer satisfaction

Solution

- Presence Inbound
- Presence Outbound in predictive mode
- Presence Recording (Voice and Data)
- Presence Intelligent Routing
- Presence Supervisor
- Presence Administrator

The Need

Gescobro was founded in 1980, and is Spain's leading company in Credit Management (Collections). With a team of 300 employees and a clear customer orientation, the company counts with a 2.000 square meters platform in Barcelona and a delegation in Madrid. It is member of ANGEKO (National Associations of Collections entities) and FENCA (Federation of National Associations of European Collections).

Gescobro is specialized in all collection phases of integral management, and maintains a firm

commitment with quality, complying with Professional deontology norms stipulated by the European Union and adopted by ANGEKO and FENCA and permanently investing in Human and Technological capital.

Before Implementing Presence Suite, Gescobro used Avaya Predictive Dialing System (PDS) in outbound campaigns for new collections records. Once the records were assigned to an operator, the following contacts were done manually.

The Solution:

Presence for Collections

Presence Suite solutions provides Gescobro with:

- Automatic Predictive dialing allowing a better contactability
- Voice Platform integration with their CRM in both Outbound and Inbound
- Segmentation and emission records load from CRM
- Future possibility of implementing Multichannel tools
- Intelligent Call Routing
- Call Recording
- Call Blending

Technical & Functional

- Opengate N+1 on premise replaced Avaya Predictive Dialing System

Presence Suite for Collections Advantages:

- Increases the collection rate
- Reduces the time and collection costs
- Complete client vision that provides a 360° perspective
- Interactions recording (Interaction & Screen Recording)
- Process Automation
- Easy access to unified information
- Multichannel and integrate BackOffice management
- Preventing Notifications
- Potent Predictive Dialer
- Integration with collection management with new channels and the Client 2.0
- Capacity to manage in one line the interactions with the debtors
- Real time reports of operative costs of your business

Before Presence Suite Implementation

- **Agents Productivity:** It wasn't measured; the supervision was made on premise but without any control.
- **Service Speed:** there were no tools to measure the ACW.
- **Response Speed:** inbound calls were attended according to criteria and agent's speed.

After Presence Suite Implementation

- **Agents Productivity:** Working time, pauses, stops and ACW of agents are controlled. The agents' production is completely measurable in exact and clear numbers that helps Gescobro identify agents with performance issues.
- **Service Speed:** The elimination of agents' downtimes, translated into an increase in attended calls, and decrease in desertion rate.
- **Response Speed:** Calls are attended as quickly as the ACD allocates the calls.

Added Value

With Presence Suite tools implementation, Gescobro has received the next benefits: Greater independence in the Contact Center management, possibility of dialing calls in predictive mode, possibility to manage different services simultaneously (Call Blending), greater integration with CRM, better Contact Center control by implemented monitoring tools, productivity increase by 15% - 20% of Useful contacts.



With **Presence Supervisor** Gescobro will have more flexible tools to manage campaigns, such as automating report generation, alerts classification or the possibility to keep the desktop with custom characteristics in the supervisor user profile, regardless of the equipment used to log in



With **Presence Inbound** module Gescobro has achieved a greater calls flow control created by the Predictive Dialer



With **Presence Outbound** module Gescobro has gained efficiency when it comes to segment and the outbound campaigns



The used **RoboDialer** module allows the increase of small debts benefits



Presence Recording module allows call recording and service quality control



Presence Intelligent Routing module for clients segmentation and inbound calls routing to the most suitable agent for solving them

About Gescobro

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Collections entities) and FENCA (Federation of National Associations of European Collections).

Gescobro has a capital Stock of 2 million euros being its shareholders Miura Private Equity, Gemma García Godal and Iheb Nafaa.

About Enghouse Interactive

Enghouse Interactive (www.enghouseinteractive.com) 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.

Enghouse Interactive is a subsidiary of Enghouse Systems Limited, a software and services company traded on the Toronto Stock Exchange (TSX) under the symbol "ENGH." Founded in 1984, Enghouse Systems is a consistently profitable company, which has grown both organically and through the acquisition of well-regarded specialists including AndTek, Arc, CosmoCom, Datapulse, IAT, IT Sonix, Survox, Enghouse Interactive, Reitek, Safeharbor, Syntellect, Telrex, Trio, Voxtron and Zeacom. Learn more at www.enghouseinteractive.com.



Presence Suite is an
Enghouse Interactive solution

For more information visit
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