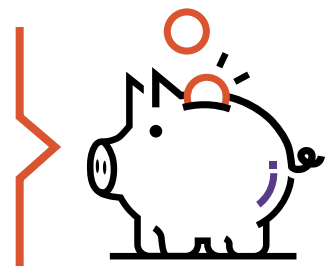


Debt Collection

Debt collection is an essential component for the operation of the sales activity. Reminding unpaid bills requires to regularly and timely interact with its customers.

This represents costs which are higher as the volumes to be recovered are important and as the unit amounts to be collected are low. Automating the customer interactions related to the B2C debt collection processes, enables to improve the csales operations efficiency while preserving customer satisfaction.



B2C Debt Collection: improve sales efficiency while preserving customer satisfaction

There are multiple examples of businesses that generated huge volume of frequent invoices of small amounts to individual consumers, including utility suppliers (electricity, gas, water), telecommunication operators, bank, credit, insurance and other financial and real estate service providers, service providers in general, hospitals and medical houses as well as public services and tax administrations.

In most cases, collectors have to take into account that the sales activity is a repetitive process, where customers may decide not to renew their purchase orders. Although the business is regulated by legal rules to be respected by all involved parties, in practice the collection process is a transaction negotiation in which marketing considerations have to be appreciated as well... The ease of use of the collection platforms proposed to customers is an important competitive differentiator.

VOCAPACK DC

When it succeeds to reach debtors, VocaPack DC can take the initiative to not only remind the unpaid bills but also to collect information and move forward into an interactive payment negotiation, leading to a full automated debt collection transaction.

THE 3 MAIN CHALLENGES OF DEBT COLLECTION



MAXIMIZE CUSTOMER REACHABILITY

Suppliers are contacting their customers over the phone by voice or SMS to remind them about unpaid bills. Reaching them at the lowest possible cost, at least to identify if contact data are correct and based on that, to select the right collection process to follow. As VocaPack DC automatically places outbound calls, the validity of received contact data is systematically checked.



AUTOMATE DEBT COLLECTION

When it succeeds to reach debtors, VocaPack DC can take the initiative to not only remind the unpaid bills but also to collect information and move forward into an interactive payment negotiation, leading to a full automated debt collection transaction.



HELP FOR FAST RESOLUTION

VocaPack DC can handle both inbound and outbound calls. Customers may also contact their supplier at any time to receive detailed information about their unpaid bills and activate a set of transactional services such as on-line payment, duplicate requests, declaration of payment already done or activate a reimbursement plan.

VocaPack DC transactional services – examples:

OUTBOUND

Company name displayed on phone display

Hi, this is the XXXX Company. Can I speak to Mrs Smith please?

Hold on please,

A few seconds later

Mrs Smith speaking.



Hi this is the XXXX company. We remind you about an unpaid bill of 78 € you have in our records since last June, 6th and would like to check with you how you would like to manage this. How can I help you?

I'm sorry about this. I completely forgot this payment. Could you remind me your bank account number as well as the payment reference?

OK. No problem. To make it as simple as possible for you, I'll send you an SMS with a link to our one-line payment platform. Clicking on this link will display a pre-completed payment form with our bank account and the payment reference. You will just have to complete your bank account and sign the payment by providing your password.

Other request possibilities examples: duplicate requests, declaration of payment already done, commitment to pay, request to activate reimbursement plan...



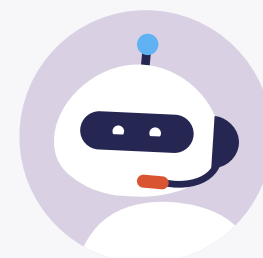
INBOUND

XXXX company good morning. How can I help you?

Good morning, I just got a letter from you concerning a payment reminder. Is it possible to pay in installments, please? I lost my job last month and would really appreciate if you could allow me to pay you back in 3 terms starting end of next month.

OK, no problem. I'll send you an SMS with link to a reimbursement proposal evaluated at an interest rate of 1% /month. You just need to confirm your agreement on the direct debits related to this plan and your pay backs will be executed automatically. Can I do anything else for you?

No, thank you very much.



FEATURES

- Detailed bills payment reminders
- Interactive conversations in natural language using speech synthesis and recognition
- Initiative left to debtors to suggest acceptable debt auto-resolution strategies (on-line payment, payment commitments, reimbursement plans...)
- Declaration of payment already done
- Call transfer to customer service agent when required
- Multilingual support capability
- Integrated reporting
- On-line outbound campaign manager
- Real-time campaigns scheduling depending on calling calendars
- Outbound phone dialer or SMS sending depending on configurable business rules
- Audio recording of calls
- Dialed numbers validity verification
- Retrials when destinations are busy
- Answer machine detection
- Configurable voice messages recording on answering machines
- Inbound caller identification
- On hold mode until requested customer is available

About us

VocaBase SA/NV is a leading provider of self-service customer relationship solutions over the phone. The VocaBase foundation enables personalized design & execution of speech-enabled customer interactions. VocaPacks is a suite of packaged focused applications, developed with and running on VocaBase, to be seamlessly implemented and operated by business end-users.



VocaBase



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