Customer Interaction Analytics Solutions for

Credit & Collections

- Maintain compliance
- Increase collections
- Reduce operating costs
- Improve competitive ranking

CallMiner

LISTEN TO YOUR CUSTOMERS. IMPROVE YOUR BUSINESS.

Contact centers in the Credit and Collections or Accounts Receivables Management (ARM) industry face a constant challenge: being able to maximize payments while staying compliant and up to date with new rules and regulations.

Speech analytics can help ease this challenge by analyzing every agent contact – either during or after the call – to eliminate call center compliance risk, improve agent performance, and increase recovery rates.

CallMiner offers tailored call center compliance monitoring solutions for any size company: from large enterprise collections operations to smaller agencies.

"Integrating speech technology into our business and quality assurance processes has allowed us to measure and react accordingly and ensure the best customer experience available. Both training and regulatory compliance have been raised to the next level, thanks to our ability to easily measure performance at the agent level."

— C. Gus Doulaveris, Chief Information Officer

CBE companies

100% Compliance Monitoring

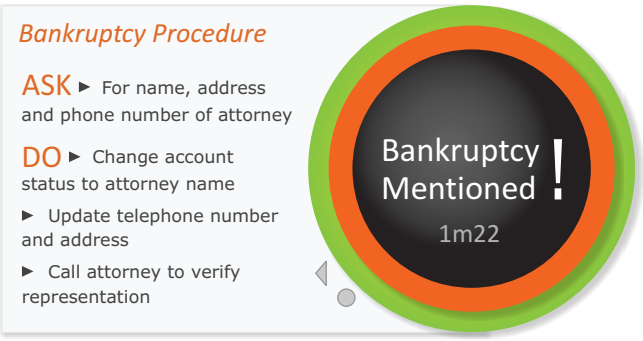
There were over 11,000 Fair Debt Collection Practices Act (FDCPA) lawsuits filed by consumers in 2012 according to WebRecon. In addition, cases claiming a violation of the Fair Credit Reporting Act (FCRA) were up 17 percent from 2011; cases claiming violations of the Telephone Consumer Protection Act (TCPA) were up nearly 34 percent. Manual sampling of recorded calls or contacts provides little to no prevention of non-compliant behavior or protection against litigation.

CallMiner Eureka tracks every call for Mini Miranda language, Right Party Contact language, FDCPA violations, abusive language from either party, and other risky language.

Every call is scored to identify relative risk level associated with any aspect of call center compliance based on the content of the conversation. The result is lower cost and effort in call center compliance monitoring, faster response times, and ultimately reduction/elimination of fines or lawsuits for non-compliance with Consumer Financial Protection Bureau (CFPB) regulations and the FDCPA.

CallMiner also offers real-time contact center compliance monitoring with EurekaLive, which automatically monitors in progress calls for the presence or absence of specific language or acoustic characteristics. This real-time alerting system enables supervisors and quality analysts to review occurrences of infractions and provides direct agent feedback and guidance based on call language and acoustic measures.

Real-time automated agent feedback & guidance



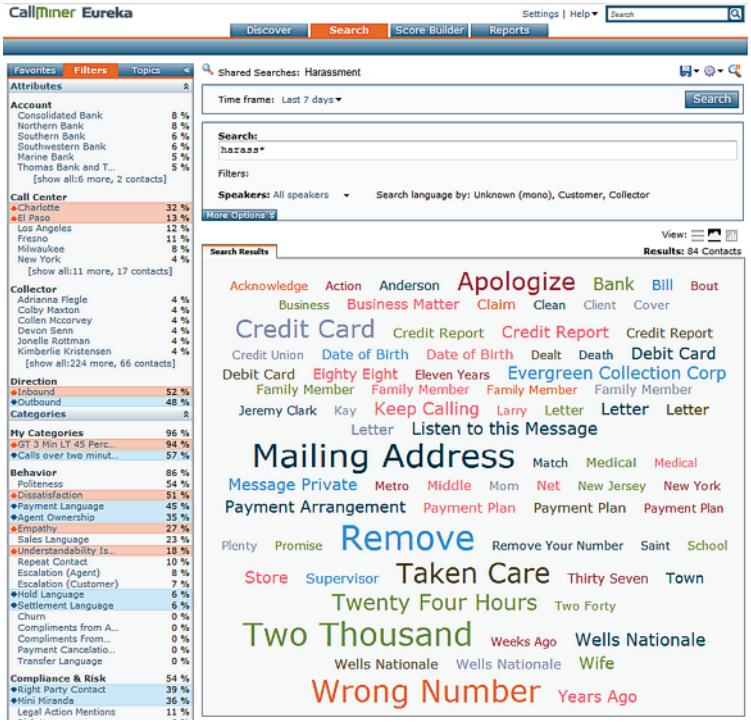
Collector Effectiveness

Poor collector performance can represent significant risk to the organization; whether within on-premise call centers or through third party service organizations (outsourcers). CallMiner Eureka and myEureka performance portals introduce a new approach to performance management: allowing contact centers to automatically and objectively score 100% of calls. This ensures agent procedural compliance and reveals behaviors and activities that lead to successful collections. CallMiner Eureka has also helped ARM clients quickly identify specific factors contributing to negative performance trends as well as determine the root causes of issues.

A Competitive Advantage

By using speech analytics to improve collection rates and reduce the risk of fines and lawsuits as a result of non-compliance, agencies can consistently place higher in their end-client's rankings in addition to solidifying those client relationships. The result: a larger collections portfolio and significant revenue growth.

Easily retrieve non-compliant calls



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