Collections Industry

Retain customers by collecting payments the right way

According to McKinsey, some leading institutions have reduced nonperforming loans by 20-25% after implementing a digital-first collections strategy. Our workforce optimization (WFO) and outbound solutions can help make this happen for your company.

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- K. Sutthisak Traichiraaporn, JMT CEO

Self-Service Improves Debt Recovery

**Challenge:** Many customers want to complete transactions outside of contact center business hours and can’t reach a live agent.

**Solution:** With our proactive outbound solutions, the company can develop a comprehensive self-service strategy to support collections activities.

Improve Employee Engagement and Productivity

**Challenge:** Agents don’t know what the company goals are and don’t feel motivated to improve their performance. This results in a worse experience for customers.

**Solution:** With Alvaria’s workforce optimization solutions, company goals are clear and each agent’s progress is clearly tracked. Healthy competition is encouraged in contests and duels, which quickly improves productivity and efficiency. All of this results in a significant increase in immediate payments.

Reduce Legal Liability

**Challenge:** There’s no visibility into how often customers are contacted about their debt, which increases legal liability.

**Solution:** Centralized compliance controls prevent debt collectors from unknowingly harassing consumers. Many enterprise businesses utilize multiple systems for their outreach strategies, but don’t have a coordinated hub to centralize all attempts to contact. Completed attempt results—and any selected data from other host systems—are stored for reporting and future campaigns.

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