

CallTech™ v3.2

Optimized Contact Schedule – Increase Right Party Contacts – Improve Promises To Pay

Feature Highlights

Key Features

- Optimized Call Scheduling
- Align Call Strategy and Call Schedule with Resource Availability
- Best-Time-To-Call
- Champion/Challenger Testing
- Dynamically Generated, Self-Tuning Call Models
- Robust Reporting
- Seamless Integration with OnQ's Advanced Campaign Management Solution

Proven Benefits

- Enhanced contact and calling strategies
- Boost Right-Party-Contacts by over 20%
- Reduce roll-rates and charge-off's by as much as 25 basis points
- Improve agent utilization by over 10%
- Decrease dialer administration resources by 25%
- Reduce call attempts and improved campaign results
- Enhanced agent effectiveness and satisfaction

Falling wages...increased unemployment...tightening credit...rising delinquency rates...and growing pressure for new laws to limit fees and interest rates. These are just some of the challenges for today's consumer credit industry.

As a credit issuer faced with these challenges, you already know that traditional methods are simply not good enough. Ordering calls by balance or risk leaves you calling the same accounts at the same time and missing critical opportunities. Heavy list penetration wastes your resources and also risks compliance violations.

What you need is a more effective way to optimally schedule calls based on your available resources that allows you to efficiently reach the most Right-Party-Contacts ("RPC's").

That's why ALI Solutions ("ALI") provides CallTech™, a powerful call-scheduling solution that can help you maximize the dollars collected per agent per hour – all within your budgetary, compliance and resource-allocation goals.

Predictive Analytics For Optimized Call Scheduling

CallTech uses a patented predictive analytics engine that automatically optimizes daily outbound call schedules in alignment with specific business rules and strategies.

These optimized call schedules are based on custom models that predict the probabilities of getting a customer contact during each hour of each day. A second set of models calculates the probability of taking a promise from each customer.

Scheduling begins each morning when CallTech automatically processes a copy of the day's calling list. It segments the list according to rules and calculates contact probabilities for each account. Then it matches each segment with the resources assigned to work it and builds the optimal calling schedule for each unique situation.

By using this powerful combination of data in the calling list and call history, CallTech automatically builds models that are highly predictive, even if an account has never been seen before in Collections.

The bottom line? CallTech can dramatically increase your collections and reduce costs by maximizing the time each agent spends talking to the customers that matter the most to your business.

Powerful Capabilities for Fast, Cost-Effective Collections

CallTech offers a wide range of capabilities, each one designed to meet the real-world needs of today's collections operations.

Automatic Model Refreshing

CallTech automatically refreshes its models on a monthly basis, using the most recent call history data. This process means that you can take into account the effect that different seasons or yearly events have on individual behavior. Updating the models also ensures that the most predictive information is always available.

Flexible Scheduling Based on Your Objectives

Each schedule built by CallTech targets an objective that you can set. That might be as simple as maximizing contacts or promises, or it might be maximizing contacts to certain types of accounts such as those with high balances or risk scores. You can even focus each campaign on specific accounts within a larger population, keeping the dialer running smoothly while still meeting the needs of your business.

Strategy Simulation and Resource Forecasting

Maximizing collections effectiveness requires users to find the right mix of accounts, call targeting, intensity and agent resources for each campaign. The CallTech Simulation Module allows you to test all possible combinations before deploying the best solution in production - and with no risk to your current operations. Once you have identified the right staffing level to meet your objectives, you can use the output of the Simulation Module to guide your workforce management tool to the optimal agent schedule for your business..



Contact. Collect. Convert.™

Proven Solutions Driving Profitable Contact Centers

- 6 of the world's top 10 financial institutions
- 9 of the top 10 U.S. Credit Card Issuers
- 12 of the top 20 U.S. Auto Finance Companies
- 4 of the top Processing Centers
- Major U.S. telecommunications companies
- 65+ product installations
- 500+ million accounts per month
- 10 countries, 3 continents
- 16 years of success

**Deployment to ROI
in under a year**

Effective Champion/Challenger Testing

CallTech transparently integrates Champion/Challenger Testing into the call strategy process. The random selection of participants and the transparent distribution of work helps ensure completely non-biased and effective testing. An internal random number generator allows the user to split a population into several populations and compare the effects of different treatments on identical populations.

Robust Reporting

CallTech offers a rich suite of reports for overall results, hour-by-hour activities, scorecard performance and many other requirements.

An Open Database

The solution automatically builds an open database that contains daily campaign results. This provides a single source of several months of record-level call history, always available for customized and ad hoc reporting.

Ease of Use

Collections professionals have found that CallTech is easy to learn and even easier to use. Interface screens and work processes are designed to be clear, concise and highly intuitive. Help keys provide ready answers to almost any question, and CallTech support professionals are available with more information if required.

Contact us today at info@alisolutions.com to optimize your contact schedules based on current resources and business objectives that improve collections efforts quickly and without risk.



About ALI Solutions™

ALI Solutions provides best-in-class collection analytic applications that empower consumer financial service organizations to maximize agent productivity by integrating the three pillars of intelligent decision automation – advanced contact analytics, automated decisioning and dynamic campaign management. ALI's solutions increase the effectiveness of the call center by dynamically executing collection policies that solve immediate business problems while easily adapting to future industry challenges. Since 1992 many of the world's most successful companies throughout North America and the Asia Pacific region continue to choose ALI because its applications are proven to help businesses mitigate losses while delivering millions of dollars in bottom line benefit.

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