

A SINGLE, UNIFIED PLATFORM with More Features for a Better Value

Many vendors in today's collection center market offer systems that are made up of individual products pieced together - like completing a puzzle. The results are often inefficient systems that are being forced together, sometimes losing some of the functionality of each separate piece. The training process can also be difficult, as managers learn how to operate all of the products, and ongoing support may involve contacting multiple vendors.

A feature-rich, unified platform offers more built-in functionality and a better overall value. Solutions that are built from the ground-up using a common framework are already integrated, so no mapping or restructuring of data is required. A single application environment that manages the entire consumer communication process offers better performance, complete reporting, common management and collector interfaces, and features that are intended to work together.

Collection organizations considering a new technology purchase - or an upgrade of their existing system - should look for a vendor that offers a complete, integrated solution. The platform needs to have the flexibility to meet their changing needs and grow as they grow, and not box them into a limited system. Some of the features to look for include Predictive Dialing, Inbound ACD, Blended Omnichannel, 'Virtual Collector' programs, Digital Recording, Interactive Voice Response (IVR), Monitoring, Real-time Reporting, Best Time and Channel to Contact, Email/Chat/SMS, WFM, Gamification, Speech Analytics, Process Automation, Integration, and Compliance capabilities.

Enterprise campaign management can also automate and centralize the administration of campaigns by providing real-time integration into multiple contact devices, such as automated dialers and automated messaging platforms. For larger companies with operating centers both onshore and offshore, platform capabilities can load-level workflow across multiple centers, and redirect call records from one group of agents or one center to another within minutes to address outages or changes in staffing.

For longer-term planning, companies should also consider the options for deploying the solution. On-premise, cloud (in the vendor's data center or an internal hosted data center), managed services, and hybrid configurations all have pros and cons, and which one is the best fit is different for each organization. Some vendors will offer only one type of deployment model. Others may have multiple offerings, but also a different product and feature-set for each one. The strongest companies will offer a single code-base solution that is 'deployment agnostic' - allowing you to choose the model that best meets your functional, operational and budgetary requirements without sacrificing features or performance. Another advantage is that they allow the ability to make an easy transition from one environment to another should your needs change, with minimal business disruption and virtually no new training.



SPOTLIGHT

Debt Collection & Post-Legal Services Firm

Need: Increase collector connect time with debtors to combat non-productive telephony issues and to maximize the availability of data while keeping within a tight budget.

Solution: A single solution that includes outbound dialing, call recording, blended processing, real-time reporting, integration to CRM and collection systems, and real-time reporting.

Results: The solution gives the firm the tools to increase productivity, as well as powerful management features for better control of programs and instant access to data - all without a lot of 'hidden' costs. With one partner, the agency does not have to try to mix and match products from different vendors and gets more uptime and reliability to keep its business running.