

ezCash Call Center Manager

Integrated call center application enables collectors to efficiently handle inbound calls while working their outbound task list.

ezCash Solution



"Collectors now spend the majority of their time speaking to customers, not deciding who and when to call. Productivity increased 70% and the detailed reports track time down to the minute"

Donald Morgan
CFO
RAE Systems, Inc.

ezCash Call Center Manager helps you better manage, plan and optimize your collection resources. You can align resources to respond to inbound calls from customers with specific types of payment issues. Or, you can blend both inbound and outbound calls to ensure continuity of the customer dialog.

Either way, by maximizing every customer interaction, you increase the likelihood of obtaining a promise to pay through prompt and consistent attention to delinquent accounts.

With the Call Center Manager, you empower collection supervisors and managers with the tools and agility to deliver unique and unprecedented care to their customers while collecting outstanding debts. By combining call management technology with the ezCash collection strategies, you can deploy specific collection strategies that make the best use of both your human and financial resources.

Take a look at what ezCash Call Center Manager can do.

Call Center Management

Integrate inbound and outbound call management into your ezCash collection process and optimize your collector and supervisor productivity.

Outbound Calling

- ▶ Outbound dialing - Predictive, Power and Preview Modes
- ▶ Prerecorded message for voice-mail
- ▶ Supports up to five phone numbers per contact
- ▶ Time zone sensitive
- ▶ Advanced list penetration tools

Inbound Call Blending

- ▶ Maximize collector time by managing the call traffic and eliminating idle time.
- ▶ Automatically blend inbound calls to your collector during peak times.
- ▶ As inbound traffic slows, resumes outbound campaigns to ensure that your collectors are spending their time speaking to customers.
- ▶ Dialed Number Identification Service (DNIS)

Call Management

- ▶ Skill-based call routing
- ▶ Best time to call
- ▶ Scheduled customer call backs
- ▶ Interactive Voice Response (IVR) self-service with text-to-speech

Collector Monitoring / Coaching

- ▶ Silent collector monitor and coaching
- ▶ Dynamic digital voice recording and playback
- ▶ View agent desktop
- ▶ Real-time collector status

Call Center Administration

- ▶ Call scripting toolbox
- ▶ IVR script builder - inbound and outbound
- ▶ Skill set collector configuration

Comprehensive Reporting

- ▶ Collector activity (real-time and historical)
- ▶ Cost analysis by collector
- ▶ Multiple formats - Crystal Reports, Excel

Increase Collector Productivity

Select the dialing mode that is most appropriate for your business. Then tightly couple that mode with your ezCash collection strategies to maximize the value of every customer interaction.

Predictive Mode

- ▶ Dials out automatically and screens out answering machines, busy signals, disconnected numbers, and no-answers.
- ▶ Effectively "predicts" when a "live" contact will be reached and when a collector will be available.
- ▶ Enables collectors to speak with live customers almost continuously, significantly increasing productivity.

Power Mode

- ▶ System will dial the first listed number associated with the call record as the screen is being presented to the collector.

Preview Mode

- ▶ Allow collectors to analyze the customer's account before dialing the phone.
- ▶ Collectors have the option to dial any of the phone numbers associated with the customer.

About ezBackOffice

ezBackOffice is an application software and services company offering innovative web-based solutions, enabling companies to realize significant improvements in their backoffice operations.

For more information about ezBackOffice solutions, contact David Sargent at dsargent@ezbackoffice.com or (610) 860-9196.

If you're in a hurry to learn more, visit our website at www.ezbackoffice.com

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