

ConVox

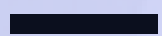
COLLECTION

PROCESS



*"Reach your customer
in most effective way"*

PRESENTED BY DEEPIJA TELECOM



6 Ways to Maximize Debt Collection



Reach out to your debtors by all Possible Means



Prioritization and strategy for different levels of debtors



Keep track of Conversations



Never miss a Follow-Up (Promise to Pay)



Don't Waste time or Irritate your Paid Customers



Managing FoS (Feet on Street)



Reach out to your debtors by all Possible Means - Automatic Notifications



PERSONALIZED VOICE CALLS

(System automatically calls to individuals and reminds them about their payment dues.)



SMS BASED NOTIFICATION

(system sends SMS to the debtor informing him about the dues and due date.)



SENDING AUTOMATIC E-MAILS

(System sends automated e-mail to the debtor with details of payment dues.)



ENSURE OPTIMIZED USE OF RESOURCES

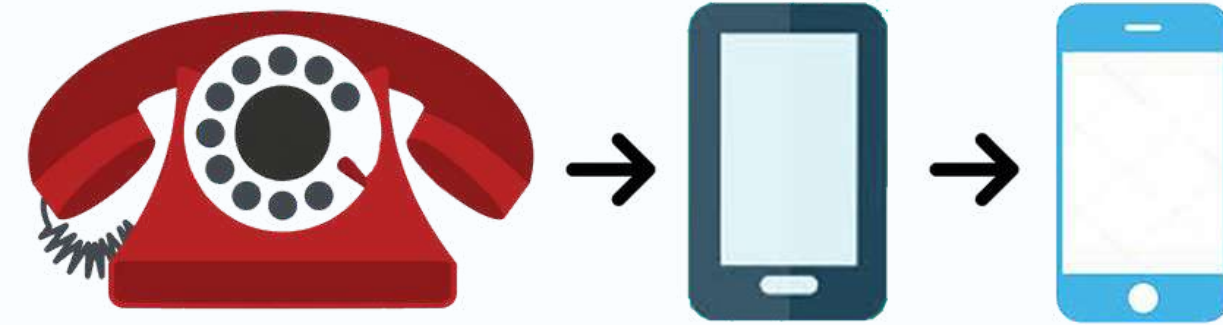


Reach out to your debtors by all Possible Means - Call Center



MULTIPLE MEDIA NOTIFICATION

(Can send reminders via Voice/SMS/Email)



ALTERNATE NUMBER DIALLING

(System can dial upto 5 Alternate Numbers)



AUTOMATIC SHUFFLING OF CALLER ID

(Option to use SIM or PRI interface)

WE'RE HERE FOR YOU



PRIORITIZATION AND STRATEGY FOR DIFFERENT LEVELS OF DEBTORS

1) TOOLS FOR BUCKET WISE DEBT COLLECTION

(Predictive/Progressive/Preview dialling methods for reaching debtors in various buckets)



2) PAYMENT CYCLE MANAGEMENT/BUCKET WISE CALLING

(Debtor data will be called based on the set billing cycle.)

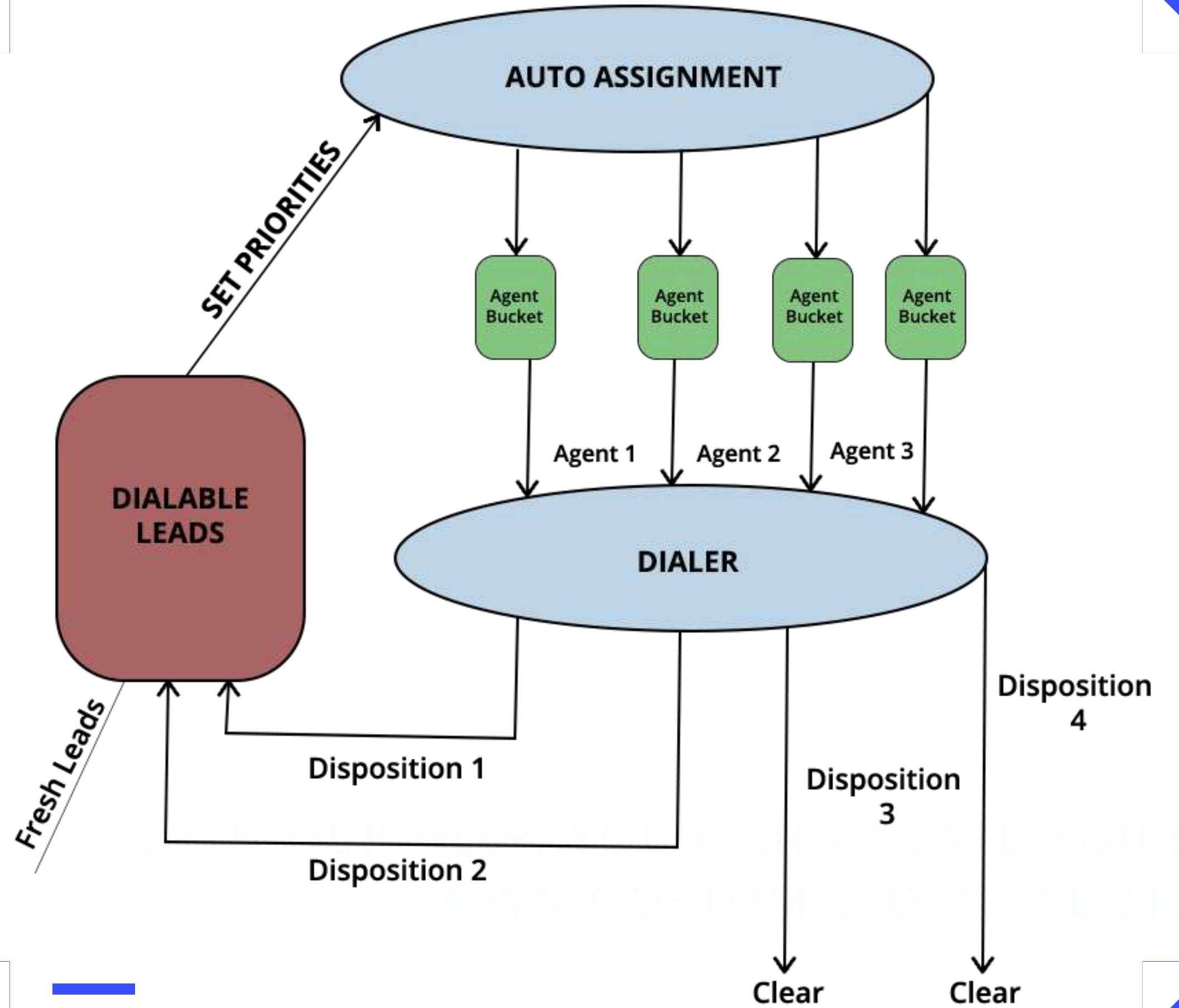
3) DISPOSITION BASED DATA RECYCLING

(Prioritization and Recycling of Data is done basis the disposition)



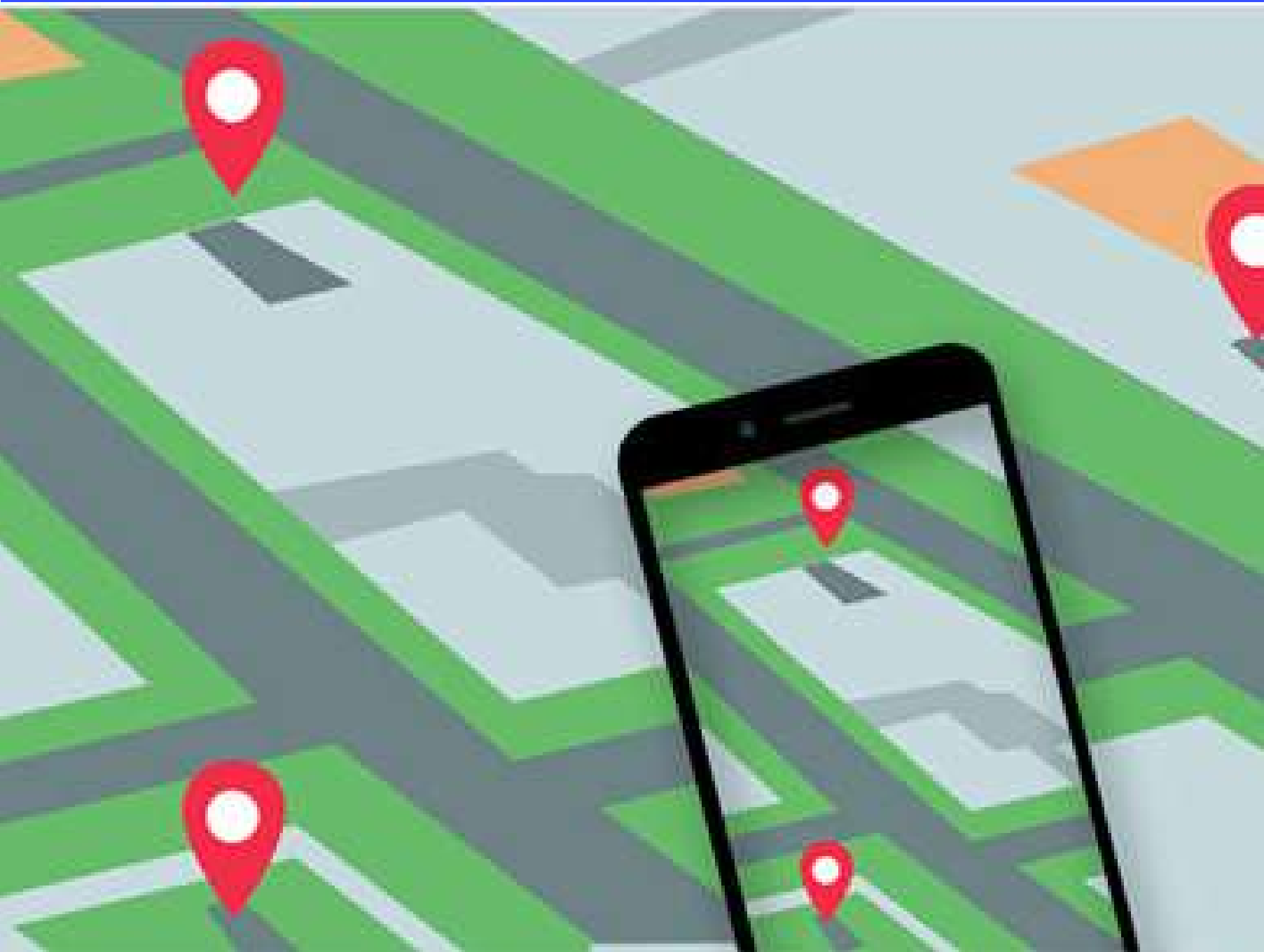


COLLECTION PROCESS - LEAD FLOW





Keep Track of Conversations



DEBTORS CALL HISTORY DISPLAY

System displays previous call details along with dispositions and comments.



STICKY AGENT

calls are sent to the same agent, who dialed or spoke to the debtors earlier.



DATABASE MANAGEMENT

Data can be uploaded/updated in Excel, CSV and API format



NEVER MISS A FOLLOW-UP (PROMISE TO PAY)



CALL BACK SCHEDULING

(Agent can schedule the call back and get Automatic Notification when call is scheduled)



DON'T WASTE TIME OR IRRITATE YOUR 'PAID' CUSTOMERS



PAID CASE SEPARATION

(Provisioning of payment data upload, and scrubbing of paid cases)



MANAGING FOS (FEET ON STREET)

FoS (Field agent) is an executive who visits customers as per data provided to him. He calls customers and fix appointment time to visit.



He collects documents and cheques and updates the resulting data to the Reporting Manager.

CHALLENGES IN MANAGING THE FOS OPERATIONS.



- Tracking his location
- Assignment of tasks dynamically based on his location.
- Getting update about his visits to the customer location.
- Maintaining the accuracy of information on above three tasks.
- Optimization of FOS workforce.



ANDROID APP FOR MANAGING FOS OPERATIONS

1. Location tracking: Identifies the location of FoS to assign a case.
2. Case Assignment : FoS gets assigned cases through App.
3. Call Recording : Calls are Recorded
4. Live Monitoring : Live Monitoring of (a) Case assignments (b) Live Location and (c) Available agents.
5. MIS Reports : Complete and comprehensive reporting of your FOS Working hours & Assigned Tasks Status.



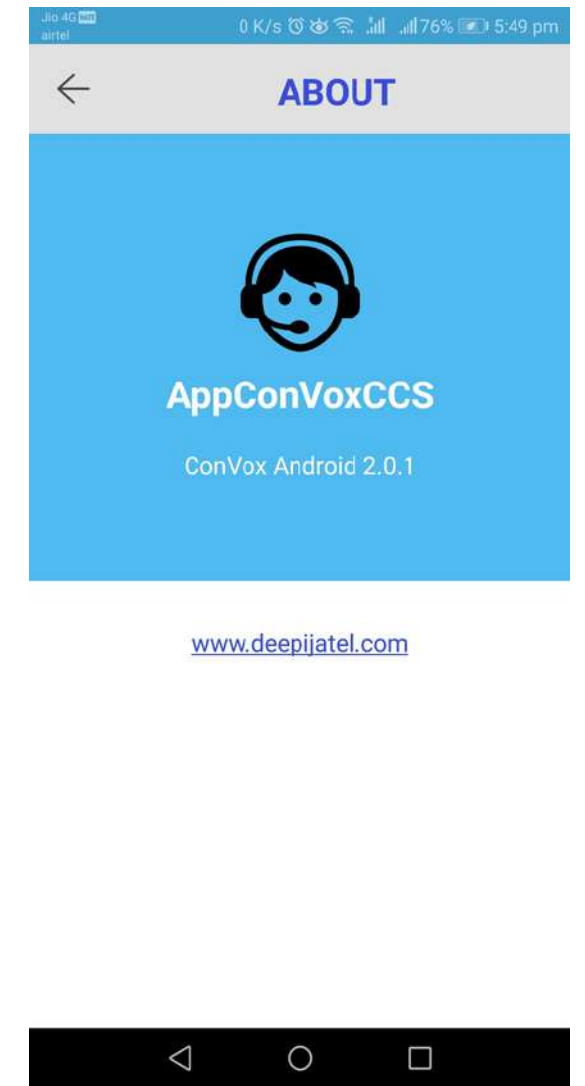
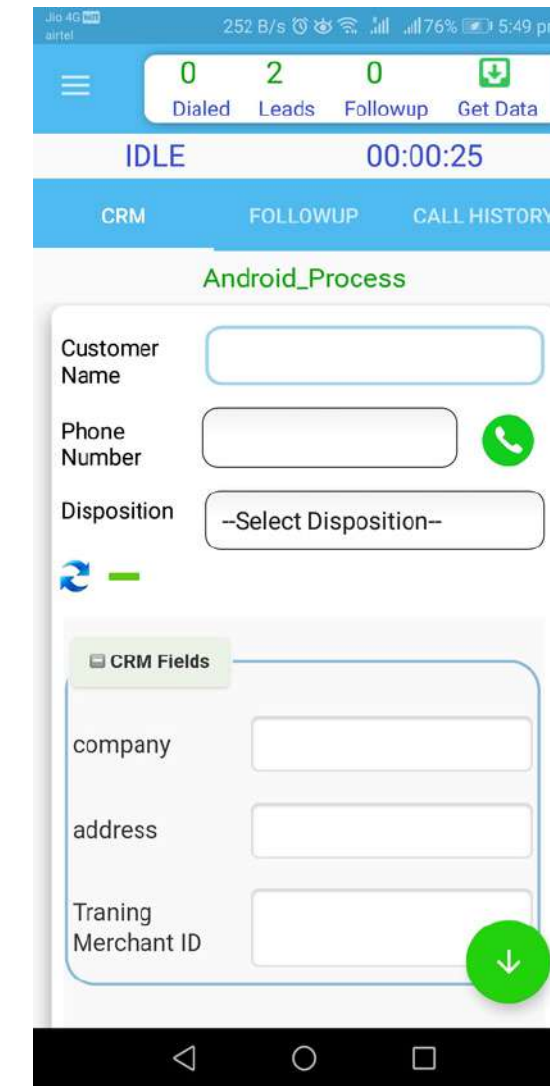
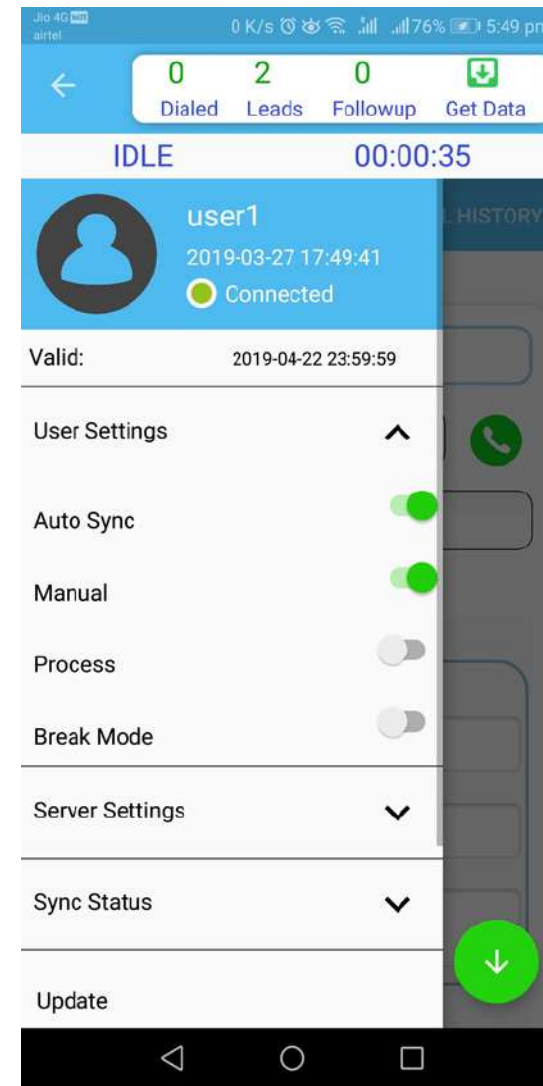
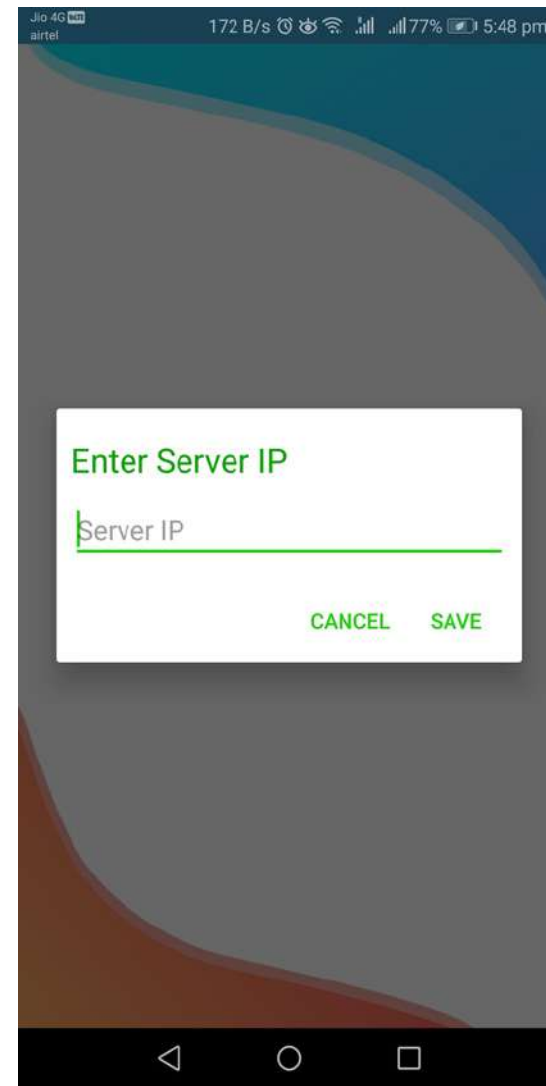
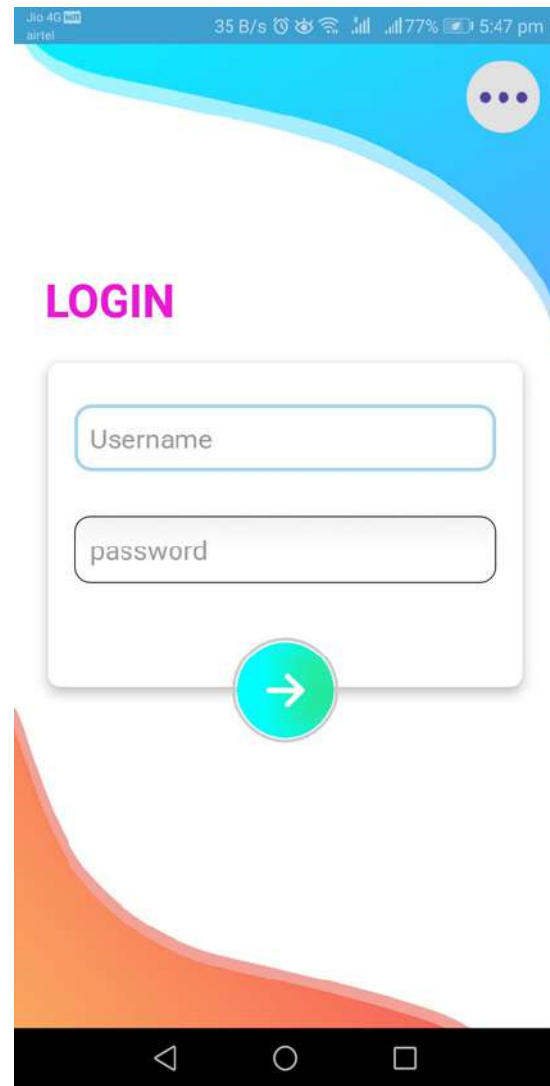
COLLECTION PROCESS WITH ANDROID APP



Real Time Auto-Sync of CRM Data between CCS User and
Android(FOS) User



COLLECTION PROCESS WITH ANDROID APP



Real Time Android App Screen for Android(FOS) User



SYSTEM SETTINGS:

- a) **FOS Users:** To Add/Delete/Modify FOS User Details.
- b) **FOS Departments:** To specify the geographic location and area based on which availability of FOS Users can be assigned.
- c) **FOS Handset Details:** Captures and Displays the Model name and Device ID of the handset when FOS/Android User LOGS IN. Here we can set the mobile call recording file path.
- d) **FOS Status:** To check the real-time status of FOS(AndroidApp) Users whether they are in IDLE/On-Call/Wrap-Up/Break State.



REPORTS: DESCRIPTION

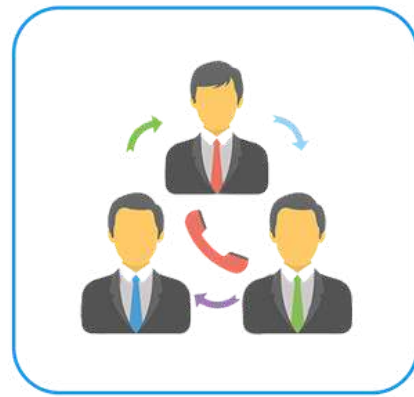
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- b) FOS Call Recording Report:** Displays the recently Incoming and Outgoing Call Records generated through Android APP. Here, Call Based Location Tracking through Google API is an enhanced feature. Voice Call recording Download option available.
- c) FOS Attachments report:** Displays Download URLs of FOS User Attachments. Supports Max. file size upto 5 MB.
- d) FOS Dump report:** Captures and Displays the Inputs provided by FOS Users during On-Call or Wrap-Up Mode.



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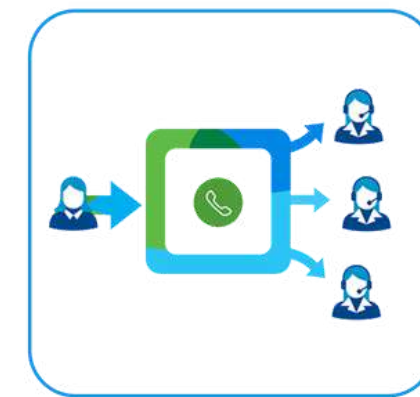
Basic Call Center Features for Powerful Collection Campaign



ACD



MIS REPORT



CALL BARGE-IN



CALL & SCREEN
RECORDING



EXTERNAL
CRM INTEGRATION



MONITORING TOOLS

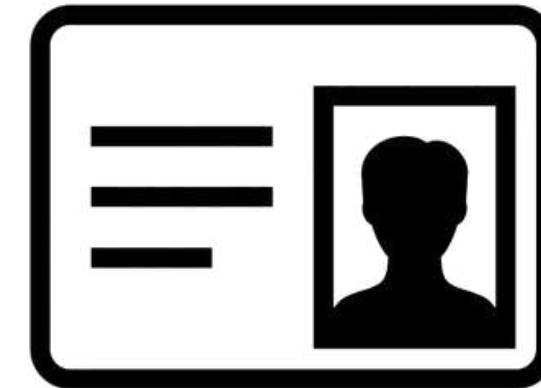
SECURITY ASPECTS —



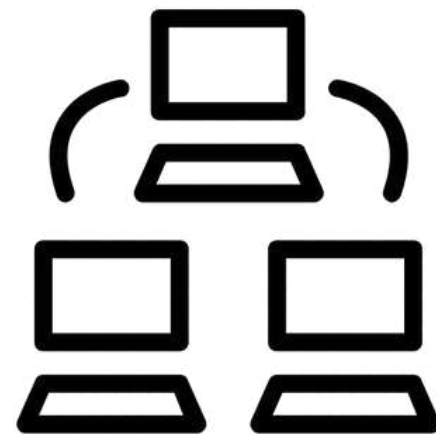
HIGHLY SECURE
ACCESS



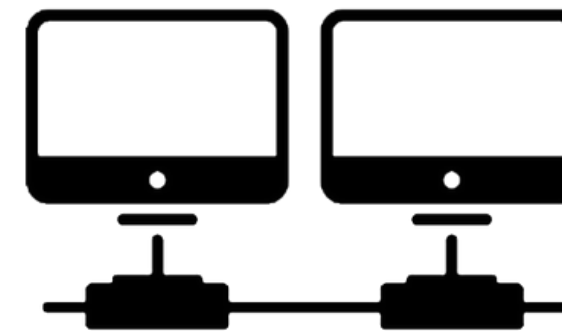
VOICE
ENCRYPTION



SESSION
HANDLING



NO DATA INJECTION



CROSS SITE ATTACK

ENQUIRE ABOUT OUR SOLUTIONS

1800-102-3835

THANK YOU