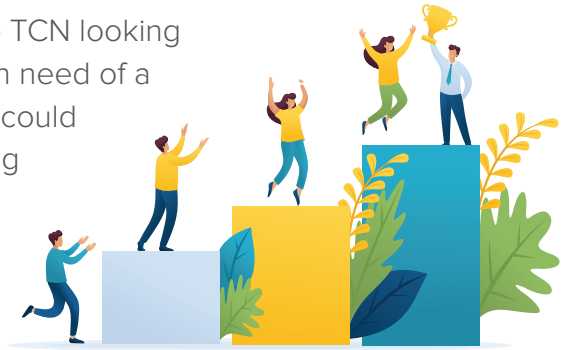


Increasing Overall Collections with TCN

A Head-to-Head Cloud Champion Challenge

INTRODUCTION

A large first and third-party collection agency came to TCN looking for a cloud-based voice platform. The company was in need of a streamlined inbound and outbound environment that could deliver low call costs and productive cell phone dialing while being aware of TCPA guidelines. The company also wanted to outperform its current cloud-based vendor that was providing similar services.



THE SOLUTION

The client approached TCN wanting more information on Manually Approved Calling and how it could help with TCPA regulation.

TCN's Manually Approved Calling feature was implemented in conjunction with the Operator platform. This gave the client better reporting and context for each manually approved call. This also allowed them to receive and place more effective calls in a shorter period of time.

THE RESULTS

During the Champion Challenge, TCN emerged as the true leader. With seamless Manually Approved Calling, inbound and outbound dialing solutions, TCN delivered significant results.

- Monthly collection gain of 26%
- Increase in RPCs and live connections by 8%
- Increase in promises to pay accounts by 74%

Overall, the client expanded efficiency, profitability and strategy by implementing TCN's cloud-based call center software. TCN's Manually Approved Calling delivered these results while providing greater insight into each manually approved call, in most cases, increasing agent connections by 10 times.

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