

Increase Collection Rates and Optimize Resources

With data analytics and predictive modeling



With intelligent tools like TP Recommender, companies can optimize operations by:



Increasing First Contact Resolution (FCR) by offering intuitive, self-service options



Improving process and cost efficiencies through automation, artificial intelligence (AI), and machine learning



Using intelligent, predictive models to customize contact strategies based on a customer's propensity-to-pay



Reaching customer anytime, anywhere, on their preferred digital channels such as SMS, WhatsApp, messages, voice bot, and email



Understanding your customers' needs and how to reach them



Empowering skilled collections associates to offer customizable, customer-centric solutions

Through a combination of advanced capabilities and human-centric strategies, optimized by Lean Six Sigma methodologies, companies can:

- Boost revenue
- Manage costs and reduce expenses
- Improve customer experience
- Mitigate risks and ensure regulatory compliance



Intelligent solutions, exceptional results

TP Recommender Platform

Leverage an AI-based analytics platform that provides propensity to pay and omnichannel-segmentation-based collections models and strategies.

Combining TP Recommender with customer segmentation helped a leading retail bank in Colombia prioritize the customers most likely to pay, reducing the overall cost-to-collect and delivering:

68% prediction accuracy

142% wallet share growth

Through omnichannel optimization, leveraging TP Recommender, the collections process for a **global provider of auto finance services** was improved, resulting in:

6% increase in CX

92.5% quality consistency

TP Interact

TP Interact further elevates performance by incorporating a suite of the latest Interaction analytics technology, analyzing data from multiple channels such as calls, emails, surveys, and social media to provide accurate, actionable insights for areas such as risk and compliance, customer experience (CX), performance management, and collections efficiency and effectiveness.

To learn more, download our latest white paper, ***Intelligent Debt Collection in Today's Digital-First World.***

