TP.ai FAB
Collect ™

Recover more, lose less: Transforming collections through intelligence and empathy

In today's data-driven world, artificial intelligence and advanced analytics amplify your ability to identify and predict, creating more real opportunities for recovery.

Seizing this potential requires more than technology. It takes orchestration, compliance, and empathy to strengthen trust and protect brand reputation.

See how TP.ai FAB Collect helps your business recover smarter.

SOLUTIONS

The intelligence behind collections

Bringing together deep expertise and advanced AI, TP.ai FAB Collect enables organizations to act with precision, efficiency, and empathy, identifying each customer's intent and predisposition to drive faster, smarter recoveries.

TP.ai FAB Collect is an intelligent collections solution that integrates autonomous AI collectors and TP experts strategically across multiple channels including voice, chat, messaging, email, and self-service portals to recover more, faster, and with greater precision.

KEY BENEFITS

Always-on
Available 24/7 with no downtime, ensuring every opportunity is captured in real time

Instant recall
Accesses full account history instantly to deliver faster, smarter, and more personalized interactions

Fully compliant
Designed with compliance at its core, automatically meeting every regulatory requirement with accuracy and transparency

Real-time personalization
Adapts tone, language, and strategy based on each customer's behavior in real time

Scalable
Manages thousands of conversations simultaneously across channels, maintaining consistent quality and compliance

Self-improving
Continuously learns from every interaction to enhance recovery performance and customer experience

Data and insights value
Powered by advanced analytics and behavioral insights, the solution enhances performance and strengthens brand trust through a strategic, customer-centric approach.

CAPABILITIES AND RESULTS

The power to act at the right time, in the right way

With TP.ai FAB Collect, every decision is guided by data, combining history, behavior, and context to determine the best moment, channel, and strategy for each customer.

During the interaction, AI adapts responses and strategies in real time, learning from every contact. The result is a dynamic and precise operation that transforms data into tangible results.

Results and impact

↗NPS
IMPROVED NET PROMOTER SCORES (NPS) via empathetic, respectful debt resolution

20-35%
REDUCTION IN COST-TO-COLLECT driven by 40-60% automation in early-stage collections

>90%
ADHERENCE RESULTING IN COMPLIANCE RISK REDUCTION through automated controls and post-interaction monitoring

15-25%
IMPROVEMENT IN LIQUIDATION RATES through data-driven, personalized engagement

ai by TP

Customer Insight Panel
Propensity to pay:
84 %

Best contact window
6–7 PM
(after work hours)

Preferred channel
SMS > Voice

Behavioral history
Usually pays right after payday, reacts well to polite, concise reminders

AI recommendation
Send a helpful message with a quick payment link and offer a 3-day payment extension as per client policy

Access AI interaction

Quality & Compliance Check
☑ Reviewed by human supervisor
☑ AI behavior compliant with policy and tone guidelines
☑ 3-day payment extension rule applied correctly.

AI agent:
Hi John, this is a quick reminder your electric bill is a few days past due. Would you like a link to pay it now?

Customer:
I'd rather talk to someone. Can you call me?

AI agent:
Of course

AI agent talking...
0:16

AI agent:
Pay your electric bill safely here:
https://collect.ai/pay/A923

Capabilities and tools

Pre-Interaction
Plan and Predict
Predictive Analytics
Data Preparation
CRM Integration

During the Interaction
Engage and Resolve
AI Collectors
Agent Assist
Strategy Engine

After the Interaction
Learn and Improve
Analytics and Dashboards
Feedback Loop
Continuous Learning

TP.ai FAB Collect helps you capture every opportunity to recover smarter

Orchestrating AI, data, and behavioral insights, it identifies the right moment to act, engaging with empathy and ensuring no opportunity for recovery is ever missed.

Contact us

to discover how TP.ai FAB Collect can help you accelerate recoveries and protect customer relationships.