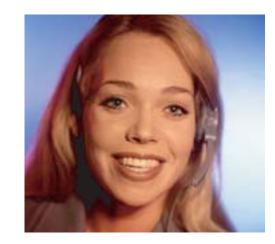## ezCash Call Center Manager

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

ezCash Solution

"Over 50% of a collector's time is spent looking for information, another 20% answering questions and preparing reports, leaving less than 30% of their time for contacting past due accounts."

Donald Morgan
CFO
Larscom, Inc.

The 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 deliquent accounts.

With the Call Center Manager, you will also 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.

EZBACKOFFICE

Contact Center Management

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

Outbound / Inbound Calling

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

Contact Management

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

Collector Monitoring / Coaching

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

Contact Center Administration

- Call scripting toolbox
- IVR script builder - inbound and outbound
- Skill set collector configuration
- Skill-based call routing

Comprehensive Reporting

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

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 an collector will be available.
- Enables collectors to speak with live customers almost continuously, significantly increasing productivity.

Preview Mode

- Allows collector 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.

Power Mode

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

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 insure that your collectors are spending their time speaking to customers.

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

ᴇᴢBACKOFFICE