



**Reach Your Contacts.
Drive Revenue.**

HOSTED PREDICTIVE DIALER

Immediately increase right party contacts 36% over current dialer solutions. Day 1 ROI. Slash monthly operating costs an average of 53%.

UNIFIED MESSAGING

96% of SMS/Text messages are read by consumers. Unite SMS, voice, e-mail, and fax to reach your contacts and drive payments.

INTELLIGENT NEGOTIATOR

Consumers prefer to pay online 26 to 1 versus talking to live agents. Lower costs, collect more.

PAYMENT PROCESSING

Lower payment processing costs an average 33% over current rates and maintain high service levels.

**ALL ROADS LEAD TO
Intelligent  Contacts**

Just add your favorite collection software

Leverage consumer trends and preferences to capture more payments and drive extraneous costs out of the collection process. Intelligent Contacts web-based solutions easily integrate with existing collection software and provide an instant 25 to 50% increase in right party contacts when compared to existing dialers on the market.

Combining call center best practices, predictive analytics, and best of breed technology Intelligent Contacts delivers a carrier-class inbound and outbound contact center solution equipped to handle thousands of users in multiple sites globally, yet scalable enough to affordably provide high end tools for every sized business.

Fully hosted, PCI compliant, and cost effective solutions eliminate the capital expense of technology while benefiting from unlimited capacity and world class infrastructure. Simplify vendor management by consolidating services to one source and reduce monthly operating costs from day 1 while enjoying outstanding client service.

MORE RIGHT PARTY CONTACTS

Unite voice, text, and web channels to reach consumers faster and with proven strategies. Intelligent Contacts dialer puts agents in contact with 30 to 50% more right party contacts per hour than other dialers on the market today.

Capacity is critical in keeping agents busy. Recent studies show that dialing ratios today are 7:1 for telesales and scale up as high as 17:1 for collections. IC delivers unlimited capacity, on demand, to keep agents talking to right parties, not answering machines.

- ◆ Rapid deployment - same day setup
- ◆ ACD groups, collection teams, and remote agents
- ◆ Fully integrated call recording and indexing
- ◆ Personalized automated messages in a real human voice
- ◆ Stealth Messages™
- ◆ Skills based routing
- ◆ IVR with automated payment integration
- ◆ Text to speech
- ◆ Inbound, outbound, blended campaigns
- ◆ VoIP, SIP, and MPLS technologies
- ◆ Multiple dialing modes - Predictive, Power, and Preview
- ◆ Best time to call / Optimal time to call / List shuffling
- ◆ Automated inbound call capture
- ◆ Compliance tools - FDCPA, cell phone scrubs, DNC lists
- ◆ Full PBX capability including conference capability



LOWER OPERATING COSTS

Capitalize on new technology without the capital expense associated with upgrading infrastructure. Focus on your core business, collecting money, and leave it to IC to keep your business operating on the peak of hardware and software technology. Continue to drive costs out of the collection model through business process automation and reduce vendor fees. By aggregating multiple services Intelligent Contacts is able to offer lower pricing than comparable vendors with a single offering.

- ◆ Slash long distance costs an average of 53%
- ◆ Reduce ACH and merchant fees by 1/3 or more
- ◆ Lower headcount or redeploy personnel
- ◆ Eliminate capital expenditures on technology
- ◆ Outperform competitors and gain new clients



CAPITALIZE ON CONSUMER PREFERENCE

Consumers prefer to pay online 26 to 1 over talking to a collector. Intelligent Negotiator is a consumer web portal that collects PIF, SIF, negotiates settlements, and even recurring payment plans according to YOUR business rules.

- ◆ Collects payments 24x7x365
- ◆ Consumers are 6 times more likely to pay when convenient
- ◆ 56% of consumers who login make a payment
- ◆ Generates HOT leads for collector follow up
- ◆ Collects 13% more of balance on average than live agents
- ◆ Mitigates FDCPA exposure

"IT'S LIKE CLONING MY THREE BEST AGENTS AND PUTTING THEM ON THE PHONES DAY AND NIGHT"

"I LOVE GETTING PAYMENTS WHEN THE OFFICE IS CLOSED. IC NOTIFIES ME AND I CAN VIEW REPORTS RIGHT ON MY IPHONE. I AM ADDICTED."

"INTELLIGENT NEGOTIATOR IS INCREDIBLE, IT MAKES COLLECTING ONLINE TOO EASY!"



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