



AUTOMATED RIGHT PARTY CONTACT



TOGETHER, YOU WIN.



CONNECT MORE AND COLLECT MORE WITH CSG RIGHT PARTY CONTACT SOLUTION.

At a time when the collections industry is being forced to look for new ways to control costs while maximizing dollars collected, CSG delivers a hosted virtual dialer product that provides the cost savings and operational efficiencies enterprises need. CSG Automated Right Party Contact (RPC) solution gives collections departments/agencies the potential to double agent efficiencies while reducing call handle time on each file worked.

Our virtualized dialer as a Right Party Contact engine is itself a hosted IVR with full speech capabilities. Able to handle the initial call, establish Right Party Contact, then bridge seamlessly to the agent without creating any customer perception of a dead line or an unanswered “robo call,” it avoids regulatory compliance issues surrounding talk time and transfer length.

The front-end IVR streamlines agents’ time, allowing them to focus only on live identified customers, while the Right Party Contact capability handles the call front-ends at a fraction of the agent cost.

This recovers the lost opportunity cost of agents spending time establishing Right Party Contact on dialer-handled calls, which most often doesn’t result in a worked file.

At the same time, agent call handle time is reduced because, by the time the customer has been transferred to the agent desk, they have been identified and pre-qualified, allowing the agent to segue directly into the core of the call scripting. This allows your agent pool to work more files per shift without increasing headcount or costs.

Another benefit is the elimination of capital expense on dialer acquisition and upgrades, or, depending on your budget processes, eliminating capital or operating expense allocation for dialer operating costs and maintenance agreements.

Additionally, once the person on the line is ready to make a payment, the call can be seamlessly transferred back into CSG Secure Payment IVR (CSG a PCI-DSS Level 1 validated Service Provider). The Secure Payment IVR provides customers with the highest level of payment security while allowing agents to shift their attention to the next call in their queue in a more time efficient manner.



COLLABORATE. INNOVATE. ACCELERATE. CALL US TODAY.

CSG can help your business launch comprehensive inbound and outbound communication strategies easily and effectively. But that's not all. We go above and beyond, collaboratively working with you to ensure that all of your strategic Customer Communication Management initiatives position you—and your customers—for success.

FEATURES

- Full 24/7 help desk support
- Management portal with configurable role-based access
- Patent-pending advanced answering machine detection
- Campaign Summary Reports for active and completed campaigns
- Variable data inserts from real-time data sources such as work files
- Self-provisioning web portal
- Do Not Call (DNC) - add, delete and query DNC numbers from calling lists
- Query campaign detail by phone number
- Template creation
- Call detail record return files
- Campaign Report Cards

BENEFITS

- Decrease operational costs
- Increase agent efficiencies
- Increase file penetration
- Convenient self-provisioning web portal tools allow call center managers to throttle outbound calls based on agent availability
- Secure Payment IVR increases customer satisfaction and sense of payment security



Voice



SMS/Text



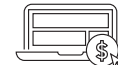
Web



Print



Email



Billing

ABOUT CSG

CSG simplifies the complexity of business transformation in the digital age for the most respected communications, media and entertainment service providers worldwide. With over 35 years of experience, CSG delivers revenue management, customer experience and digital monetization solutions for every stage of the customer lifecycle. The company is the trusted partner driving digital transformation for leading global brands, including Arrow, AT&T, Bharti Airtel, Charter Communications, Comcast, DISH, Eastlink, iFlix, MTN, TalkTalk, Telefonica, Telstra and Verizon.

At CSG, we have one vision: flexible, seamless, limitless communications, information and content services for everyone. For more information, visit our website at csgi.com and follow us on [LinkedIn](#), [Twitter](#) and [Facebook](#).