



TECHNOLOGY GROUP

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IVR Interactive Services

KEY POINTS

- **Full IVR Services to Improve Collections**
- **Customized to Client's Specific Needs**
- **Delinquent Payment Customers Offered an Alternative to Service Shut - Off**
- **Multi- Million Dollar Success Story!**

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CASE STUDY

IVR TECHNOLOGY GROUP

REDUCED WRITE - OFFS A POWERFUL COLLECTIONS TOOL

CHALLENGE: a local exchange company was losing income by disconnecting customers who were delinquent in their payment. Most customers were difficult to reach, and led extremely busy schedules. However, when payment was not received on time, notices were sent and in short order their service was disconnected. Not only did the client lose past due amounts, they lost customers.

SOLUTION: in an effort to recoup lost income, our solutions team developed an option for the customer to pay their over due bill with a valid credit card. Delinquent paying customers would receive their bill or statement with a special toll free number listed along with instructions to avoid losing their service.

When the customer called the toll free number, they reached our intelligent Interactive Voice Response personality that collected all the necessary information such as type of account, credit card number, expiration date and amount of payment. The payment was then immediately applied to the customers account and service continued uninterrupted.

As a result of our creative solution, we now offer this as a solution to other companies that are looking to reduce write offs, keep customers and keep their cash flow current!

Once again, the client had the need, IVR Technology Group had the solution! We are INTERACTIVE!



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