

# Newsletter

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## Exciting New Debt\$Net® Partnerships and Integrations

2018 was a busy year for The Computer Manager, Inc. Behind the scenes we have developed quite a few new integrations, built new partnerships, and added new capabilities to existing interfaces.

We have added two new credit card partners – UMS Banking and ezPay365. Additionally you may have seen our press release with Billing Tree announcing our interface with their Payrazr product. It is likely you will need to be on our latest releases (PowerS or PrestigeS) to take advantage of credit card processing and our new partnerships. These new partnerships, along with our existing partners, will grant Debt\$Net customers more flexibility and cost savings when looking for a payment processing partner.

Our more robust TCN interface has had an exciting new feature added for the Prestige S customers. It now allows for the capability for IVR, or interactive

voice response. Take a moment and read the included article from TCN – 4 IVR Call Center Strategies for Painless, Efficient Customer Service. There is some set up cost required to activate this new and exciting feature.

This past summer we were pleased to develop integration with Palinode and their Sonnet product. The Sonnet interface ESO will allow Debt\$Net users to simplify credit dispute investigations, achieve resolution quickly, increase productivity, and reduce human error.

A brand new partnership we are excited to announce is with Attunely. Attunely is a new machine-learning-powered decisioning engine and set of propensity to pay scoring models for optimizing account segmentation and collection strategies. This new product interface is in the final stages of development – so keep your eyes open for more announcements to come regarding Attunely.

New industry partners and integrations help keep Debt\$Net users on the forefront of cutting-

edge technology. Often times to utilize the new interfaces and partnerships it is a requirement to be on the latest version for your product line. Prestige S and Power S are the most current versions of Debt\$Net. To see if you are on the most current version, or if you are interested in learning more about our exciting new partnerships and integrations, please call us at 1-800-552-8397 or email at [info@debt.net](mailto:info@debt.net).



### Introducing Attunely

Debt\$Net is thrilled to announce a partnership with Seattle-based Attunely, which is a new machine-learning-powered decisioning engine and set of propensity to pay scoring models for optimizing account segmentation and collection strategies. Early results are incredible, with operators seeing a lift of over 50% dollars per dial and a 20% increase in payments per RPC.

Many ask, "What is machine learning?" Rick Moss, CEO of Account Management Services and a long-time Debt\$Net customer, describes it as, "a game changer for the industry - the new edge in leveraging the data we already have".

Attunely combines economic and behavioral models that analyze historical data to optimize recovery strategies based on what's worked in the past. Where

most current industry propensity to pay scores are based on static credit history, Attunely is dynamic and leverages an operator's internal data to analyze and adjust recovery strategies with every new interaction. Similar to the gains that programmatic, individually-targeted advertising over the internet delivered based on behavioral search patterns, Attunely's machine learning allows you to target consumers through the right channel at the right time.

Please visit [www.attunely.com](http://www.attunely.com) for more information or call them directly on (206) 458-6575.



### Four IVR Call Center Strategies for Painless, Efficient Customer Service

Interactive voice response (IVR) is usually a call center's first contact point with a customer. Which is good, because according to Steven Van Belleghem, 40% of customers prefer self-service over interacting with human agents.

Not only that, but customers using some sort of self-service to solve their problems has increased from 67% in 2012 to 76% in 2014, according to Forrester. This all makes sense if you understand that 68% of call center communications come from phone calls.

But simply installing an IVR isn't enough to provide customers with good service. Businesses need to structure their IVR to maximize the customer experience. To do that, they should consider implementing specific IVR call center strategies.

### 4 IVR Call Center Strategies

There are a number of ways to route an incoming call once it reaches a call center. Below, we cover 4 of the top strategies for routing calls using IVR.

#### 1. Route the Call to the Agent Who Is Least Occupied

If agents in a call center have roughly the same skill sets and work experience, then routing calls to agents who are least occupied is the easiest way to direct call traffic. Some call centers want to make sure that each agent receives roughly the same amount of calls in a given day. So you could also route calls to agents with the fewest calls answered, giving busier agents a break.

This strategy helps maintain an even and fair workload for all agents.

#### 2. Route the Call Directly to a Department

If businesses have many departments, then their IVR call center technology can direct callers to the department that is able to help them best.

For example, if a caller has an IT question, the IVR can route them to the IT department. Businesses may also prefer to list different numbers for different departments to avoid having all call traffic go to a single number and IVR system.

This makes sure that customers talk to the agent who has the right kind of information to answer their questions.

### **3. Route the Call to the Right Agent Based on Caller ID and Customer Information**

To provide customers with the best service, it pays to know as much about the customer as possible ahead of time. With the right inbound call center solution, businesses can record customer calls, past answers to queries, and any other information relevant to the customer. So once a call comes in, their caller ID is displayed with all their info.

If the incoming call is from a new customer, we can assume the service department will best serve their needs.

If the incoming call is from an existing customer whose contract is close to expiring, then perhaps it makes sense to route them to the sales department.

### **4. Route the Call to the Right Agent Based on Their Skills**

Skills-based routing is one of the most effective IVR call center strategies. It's simple: an incoming call is directed to the agent who can best serve their needs:

- Language
- Upsell opportunity
- Specific questions

This type of IVR call center strategy makes sure that inexperienced agents aren't matched with callers who have complex questions. The goal is to get customers' questions answered as quickly and efficiently as possible. This strategy practically guarantees better customer service.

### ***TCN's IVR partnership with Debt\$Net and How I Can Get Started***

TCN recently enhanced its partnership with Debt\$Net by introducing a tighter, more robust integration between both companies' products. This specifically includes the use of TCN's cloud contact center IVR.

Using the recently enhanced partnership with Debt\$Net businesses can start using the advanced IVR now without the headache of new hardware installations.

Plus, cloud software offers a host of other benefits, such as:

- Reduced capital costs.
- Easier scalability and flexibility.
- Improved management control and smarter agent KPIs.

TCN can be reached at:

[www.tcn.com](http://www.tcn.com)

1-866-745-1900



### **Payment Processing That Pays Off**

Payment processing is an integral part of any company selling products and services. Collection agencies are no different, they need to have a payment provider that is compliant, integrated with Debt\$Net, provide proactive support and help the agency with secure online payment portals. More important, they need to understand the ARM and healthcare markets.

ezPay365 has 25 years of experience in the ARM and healthcare. What can ezPay365 bring to the table, outside of reducing your merchant fees by 15%? We work with our clients to improve the areas that surround your payments, improving online payments which reduces agencies overall cost per transaction.

Founded by Kevin Gaffer, who spent 22 years in the collection letter and statement processing business, building one of the large collection letter vendors. Gaffer worked for 20+ years in the collection letter world and worked with collection agencies on how to improve collection

letter readability and how to drive consumers to online payment sites to self-serve. ezPay365 has built off past industry experience and accomplishes this from our online payment form, through a more integrated payment page with secure login, payment scheduler, negotiator, email and SMS Text reminders.

Gaffer says, “we are proud to be an integrated partner with Debt\$Net, providing our payment services to help collection agencies surrounding debit/credit card, HSA and ACH transactions, providing useful reporting, while reducing the agencies merchant fees.”

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**sonnet**  
BY PALINODE

[www.palinode.io](http://www.palinode.io)

1-866-821-4484

**UMS Banking**  
Payment Processing Services

[www.umsbanking.com](http://www.umsbanking.com)

1-800-866-1881

**BillingTree**  
Growing Payments With Technology™

[www.mybillingtree.com](http://www.mybillingtree.com)

1-602-443-5900

# Spring Sale



**25% off the  
purchase of:**

**One Extended Service  
Option**

**~Or~**

**One Additional User**

*Sale continues until May 31, 2019*