



# Telrock

ENABLING BETTER INTERACTIONS

## SmartCollect

Better Customer Experience.

**Better Bottom Line.**

Businesses are seeking a better way to improve collections by increasing customer contact and engagement.

Telrock meets this need with **SmartCollect**, a cloud-based 24/7 self-service engagement and PCI compliant payment portal designed for collections with digital messaging capabilities and an automated rules-based engagement for a more positive customer experience.

**SmartCollect** also supports lower operational costs by automatically facilitating certain manual collection in the self-serve collections portal to increase customer engagement, and improve collection rates.

**Increase collections performance and lower operating expenses. Offer a better customer experience.**

*That's Telrock SmartCollect.*

Telrock is a Global provider of modern, more intelligent software solutions that improve customer contact, engagement, and collections management.

**Telrock.com**

# SmartCollect

Better Customer Experience.  
Better Bottom Line.

Telrock is a Global technology provider of SaaS based software solutions for use across the consumer credit lifecycle. Key products include: **SmartService**, a digital channel communication platform for use across the customer life cycle, **SmartCollect**, a digital channel customer contact and a self-serve payment portal designed for collections, and **Optimus**, an enterprise class integrated collections & recoveries platform. Telrock serves major lenders, processors, and BPO's across Europe, Asia, and North America, with offices in London, UK and Atlanta GA.

## TELROCK

*Enabling Better Interactions.*

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A cloud-based self-service collection portal and digital messaging solution - lower operational expense, increase collections.

## Better Customer Engagement

- » Interact with customers 24/7 – on any device – through the self-service portal
- » Includes optional email and 1 & 2-way SMS messaging
- » Define payment plan arrangement workflows and decision rules to automate best practices in automated customer engagement
- » Enable a natural tone in automated responses to customers

## Increase Collections

- » Personalized disposable income calculator helps customers set achievable payment arrangement plans
- » Self-service payment arrangement plans available 24/7 including pay-all, installment plans, and future payments
- » Send payment requests and offer payment via SMS

## Reduce Costs

- » Increase level of collection activity automation
- » Enable redeployment of higher cost live agent interactions to treat more complex accounts
- » Increase overall operational efficiency

## Enhance Compliance

- » Customer consent request & capture capability supports regulatory compliance
- » PCI compliant secure payment wallet available to customers to make payments
- » Full auditable history of all customer digital interactions