OPTIMUS' BUILT-IN CUSTOMER PORTAL

Optimus
BY TELROCK SYSTEMS

WHO ARE YOU?

You are a **Customer Experience Leader.**

You are in the business of retaining your customers and improving your firm's NPS (Net Promoter Score). You know the key to this is giving your customers the ability to interact with you when they want, and how they want.

You are a **Risk Operations Leader.**

You own optimizing the productivity of your operation. You want the flexibility to drive your customers to self-service their account while enabling your agents to work with the customers who most need it. Attrition is always a concern for you, and a self-service portal allows you to achieve 100% queue coverage while balancing the available workforce.

You are a **P&L Owner.**

You are continuously looking for ways to streamline the business and optimize your resource expenses. Being able to drive customers to a self-service portal means fewer resources are needed in the operation without sacrificing collection results.

You are a **Digital Leader.**

You understand that a growing number of customers within your portfolio expect and prefer a digital experience. Your ability to provide your customers with an end-to-end digital experience, including self-curing their arrears and linking to your payment system is no longer 'nice to have' but mandatory.

WHO ARE WE?

We are Telrock Systems, providers of **Optimus** - an innovative cloud-native collections and recovery solution that solves one of the biggest challenges facing debt management leaders: engaging with customers across a variety of channels, one of which is providing a means for your customers to self-cure their arrears digitally. Today's organizations need the ability to communicate across several channels and to provide customers with the ability to respond digitally. Telrock Systems solution supports both with our out-of-the-box Customer Portal!

That's Optimus by Telrock Systems – Smarter Technology, Better Results.

WHAT IS THE OPTIMUS CUSTOMER PORTAL?

The Optimus Customer Portal provides 24/7 self-service, mobile-first design, digital collections & recovery capabilities including payments, promise plans, a payment wallet, document upload and download, maintenance of contact information, and income & expenditure assessment. Enabling a customer to self-serve allows agents to spend their time working with customers who refuse to pay or who need more help in managing their arrears.

With the Customer Portal, you can create a great customer experience while still driving and achieving your targeted business results. You can configure the type of promise allowed and any constraints such as minimum promise amount or latest promise dates. These are controlled by the same business rules that drive the promise function within Optimus. Customers can make single promises and/or create promise plans using frequencies of One-Time, Weekly or Monthly to customize a plan that meets their needs and within the limits defined by your business rules. You can configure the portal to support settlement plans, forbearance plans, and other types of plans you want to offer your customer.

KEY VALUES:

- Reduces your operation costs by reducing the number of accounts requiring agent intervention.
- Improves the customer experience with the option to self-cure at their convenience.
- Enhances file coverage by creating workflows of customers likely to respond to a digital reach.
- Provides consistency from a treatment perspective, as the customer will get the same 'cure' options whether they utilize the portal or engage with the call center.
- Decreases the number of disparate software components that need to be supported.
- Reduces the complexity and expense of your debt management solution.

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For more information, email info@telrock.com

About Telrock Systems

Telrock Systems is a global technology provider of modern SaaS, cloud-native consumer debt collection and universal business rules management and system integration solutions. Our flagship collections solution, *Optimus*, is an enterprise-wide collections and recovery software platform built new from the ground up. Our flagship business rules management and systems integration solution, *SmartConnect*, delivers rapid, no-code design, deployment and management of business rules and system integration capabilities for application in any enterprise. Both solutions leverage modern technology, powerful cloud computing, PCI DSS and SOC2 compliance and are built on more intelligent designs resulting in the broadest and richest Software-as-a-Service (SaaS) offerings in the market. We provide our solutions in North America and Latin America (LATAM) from our Atlanta office, and in Europe, the Middle East, Africa (EMEA), and Asia Pacific (ASPAC) from our London, UK office. Contact us at info@telrock.com or visit www.telrock.com for more information.

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