

EXP+ : Engage **Sitel® Real-Time Collections Alerts**

Leverage speech analytics to identify ideal settlement language or request direct payments.

Insight-Driven Prompts Guide Agents to the Most Appropriate Action

Sitel® Real-Time Collections Alerts uses speech analytics to listen to and analyze calls in real time. Employed as part of our first party collections solutions, it increases collection rates while providing a quality customer experience (CX):



AI-Driven

Manage single or multiple concurrent conversations with ease.



Cure-Rate Improvement

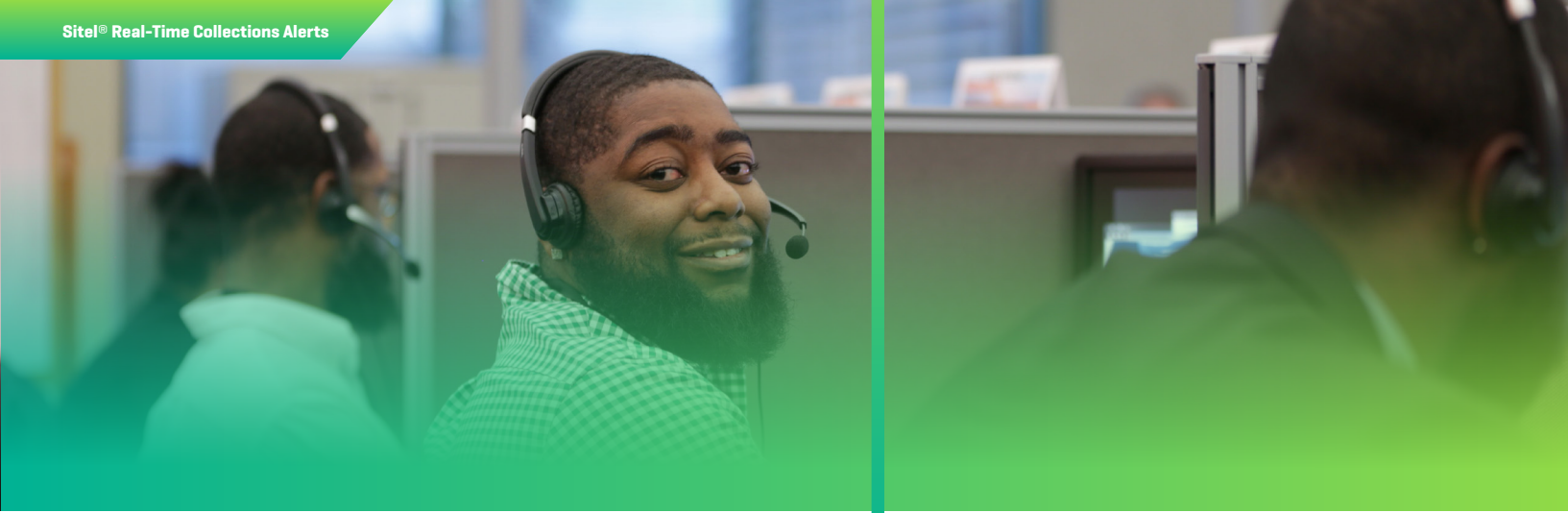
In-call alerts prompt the agent in real time.



Personalized Service

Creates stronger engagement between agent and customer.





AI-Driven, Real-Time Information

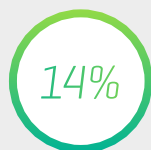
Artificial intelligence (AI) identifies customer sentiment and listens for flags, alerting agents to the most appropriate next step reducing escalations and increasing efficiency.

- **Prompt Most Appropriate Next Action** - Flags most appropriate next action, including when to use balance in full versus settlement language and when to request direct payments.
- **Monitor Quality and Performance** - Screens 100% of calls for quality and performance, including regulatory compliance.
- **Drive Customer Satisfaction** - Identify customer sentiment and flag language that drives negative sentiment to create greater empathy.

Measurable Results



Cure Rate Improvement



Call Rate Improvement



Increased Net Promoter Score (NPS)

Source: Sitel Group® Data, 2019-2020

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