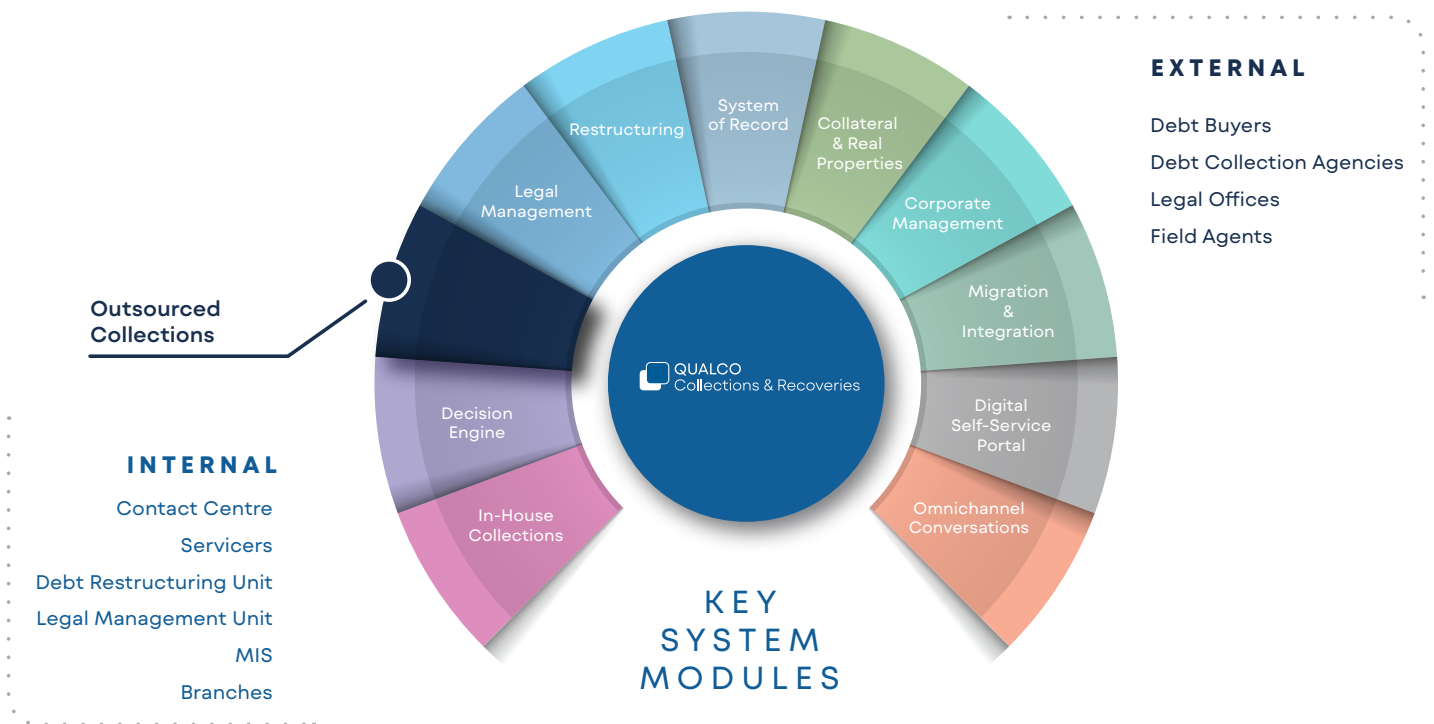


INTEGRATING YOUR OUTSOURCED COLLECTION ACTIVITIES

Fully integrating your outsourced collections activities is essential to maintaining control and visibility and ensuring a consistent and compliant approach for your customers, while utilising partners such as debt collection agencies, legal and enforcement officers.

QUALCO Collections & Recoveries is a modern, flexible and comprehensive end-to-end platform to manage, automate and streamline your organisation's processes.

Our Outsourced Collections module, part of the QUALCO Collections & Recoveries platform, puts you in the driver's seat by supporting automated or manual assignment and recall, a tailored external officer front end and full tracking and monitoring to ensure complete visibility and monitoring of performance.



The graph presents the QUALCO Collections & Recoveries key modules and their interaction with the internal and external stakeholders. There are several ways stakeholders can interface with the system modules through (i) **admin, agent and officer applications** (business and system admins, back office, call-center agents, legal and restructuring officers, branch RMs, legal offices, etc), (ii) **online APIs** such as client and customer portals (iii) **batch interfaces** (originators, debt collection agencies, legal offices, etc.)

The QUALCO Outsourced Collections Module enables you to effectively manage customer interactions inside and outside of your organisation.

KEY FEATURES & BENEFITS

The Outsourced Collections module will provide you with a comprehensive third-party management solution spanning all aspects, including placement management, flexible integration, providing external access and with specific performance MI.



OUTSOURCE AND MONITOR THE MANAGEMENT OF A CASE

Either fully or based on specific processes e.g. Legal proceedings

ALLOW EXTERNAL PARTIES

Relevant access

FLEXIBILITY

Through a manual and automated assignment and recall

FULL VISIBILITY OF ALL ACTIVITIES

Performed by external parties

AUTOMATE CASE ASSIGNMENT

To external debt collection agencies, legal or other third parties

ASSIGN CASES TO THE OPTIMAL PARTNER

Through advanced models

INTEGRATE WITH EXTERNAL THIRD-PARTY SYSTEMS

Automate two-way data exchange and synchronisation via file interfaces and API's

TRACK PERFORMANCE

Using out of the box reporting and KPIs

ASSIGNMENT AND RECALL

allocate the right cases, to the right external party, at the right time

With both manual and automated options, you are fully in control of when cases are assigned to the appropriate external collection agencies, legal offices or other external parties. You can set as many assignment criteria as you want and they can be as complex as you require, including performance and specialisation characteristics. You can also set the algorithm to assign group cases associated with the same customer to a single third party, which will increase efficiency and reduce the risk of nuisance calls.

This module allows you to recall individual contracts, complete packages, or those based on your own set of criteria, so you can be sure you're in charge when it comes to your customer cases.

OFFICER APPLICATION

manage and monitor all third-party activities in one place

Our officer application enables external third-party users to access your QUALCO Collections & Recoveries system and execute all necessary activities within the system. You will be able to view all actions, keeping you in control and allowing you to monitor external parties' activities in real-time.

EXTERNAL AGENCIES INTEGRATION

easily integrate with external parties' systems

The External Agencies integration mechanism fully supports automated two-way exchange and synchronisation of data between QUALCO Collections & Recoveries and external parties. This ensures the integrity of data both from source and target destination. Through this data exchange, you can capture all types of information regarding the assignments, recalls, payments, demographics, activities, promises, and much more.

EXTERNAL AGENCY PERFORMANCE

ensure robust monitoring and reporting

You will have access to detailed, automated MI & reporting, with the ability to compare all activities performed by each party. Our system uses dedicated KPIs for the consistent monitoring and control of external parties' assignments, recalls and activities through the Analytics environment.





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