



Ascend Intelligence Services™ Collect

Determine the optimal next best action for every single customer

Effective debt collection has never been as challenging as it is right now. To recover more and reduce losses, you must navigate stricter regulations in the face of declining right-party contact rates. Determining the optimal treatment for each customer is key to improving the customer experience and reducing complaints — while recovering more. However, making these decisions can be complex when you also consider internal business constraints, such as budgets, daily collections resource availability, and more. Using advanced analytics allows you to consider all of this in the decision-making process to better determine the next best action for you and your customers while also staying compliant.

Assign the most profitable, cost-effective treatment and channel to contact your customers

Ascend Intelligence Services™ Collect delivers an optimized collections decision strategy, driven by predictive analytics, that determines the next best action and contact channel for each individual customer to improve recovery rates, increase efficiency, and stay within day-to-day constraints and regulatory requirements.

The strategy is designed using industry-leading data and highly predictive machine learning models, as well as mathematical optimization, which calculates the impact of every possible action on every single customer simultaneously and determines the best action for the next collections contact. Previous actions are also considered within the strategy to inform the next best action to take. This assigns the most profitable, cost-effective treatment and channel to contact the customer, while also prioritizing customers by their probability to pay. The power of optimization ensures that the treatment decisions adhere to business and regulatory restrictions while also meeting portfolio level goals.

Ascend Intelligence Services™ Collect

Let us do the heavy lifting for you

Our fast and automated process makes finding the optimal next best action quick and easy. Simply submit your portfolio data to Experian weekly, or more frequently if needed. We'll run it through our automated process and deliver the optimized treatments to you for execution. With decades of expertise in collections optimization, we can help you implement this quickly within your existing process to help maximize recoveries while reducing the cost to collect.

Benefits

- Increases recovery rates with customer specific treatments
- Allows you to stay compliant by considering contact frequency limitations and consumer consent
- Controls declining right-party contact rates by considering customers' contact channel preferences
- Lowers operational costs by optimizing communication strategies

Dramatically improve collection rates and efficiency

Let us help automate your collections process to recover more and reduce costs. To find out more about how you can effectively manage your collections decisions with Ascend Intelligence Services Collect, please contact us at 1 855 339 3990.