

How to Accelerate Effective Collections With Digital Transformation



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Lightico

- Call Center Technology Solution
- Decades of Experience with Top Call Center Solution Providers
- Working with debt collection teams to accelerate their debt collection processes



Agenda

1. Lessons from 100K Collections Calls
2. New Challenges For Collection Teams
3. The Debt Collection Journey
4. The Technology Gap and its Business Impact
5. Bridging the Technology Gap with Digital Tools
6. Technology to Accelerate Effective Collections
7. Q&A



Lessons from 100K Calls

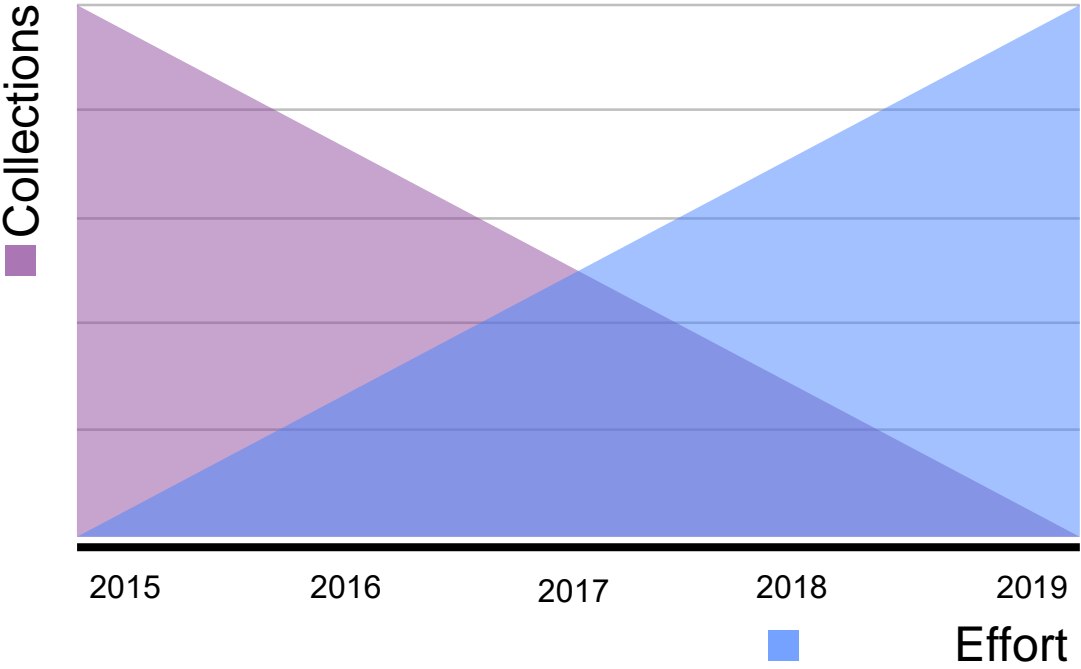
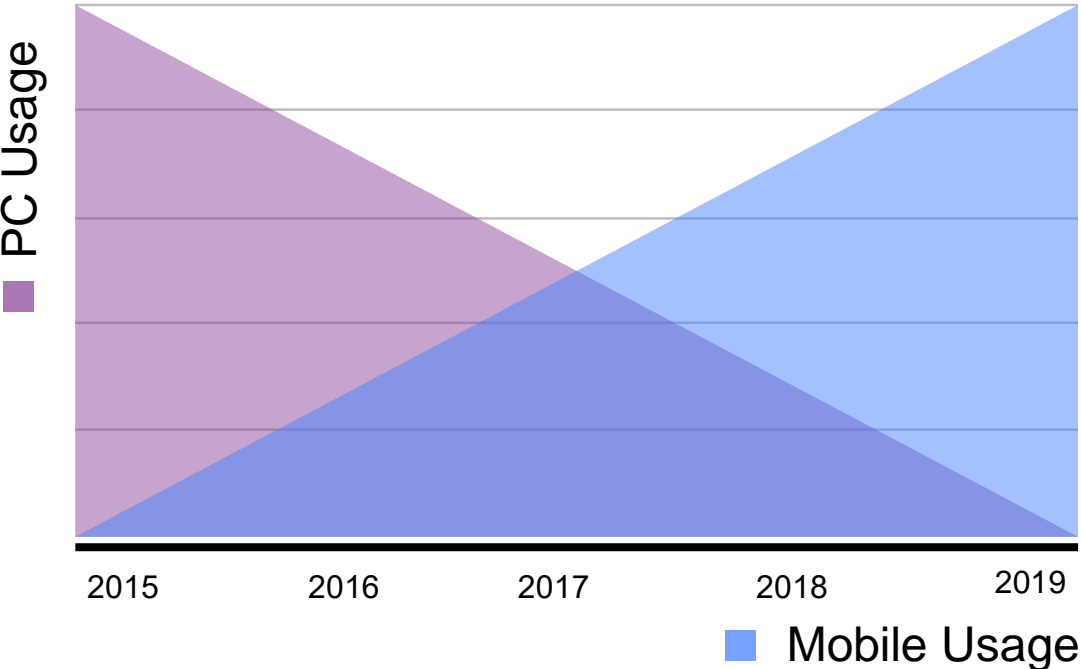
Analyzed Millions of calls

Uncovered an enormous problem that no tech could overcome

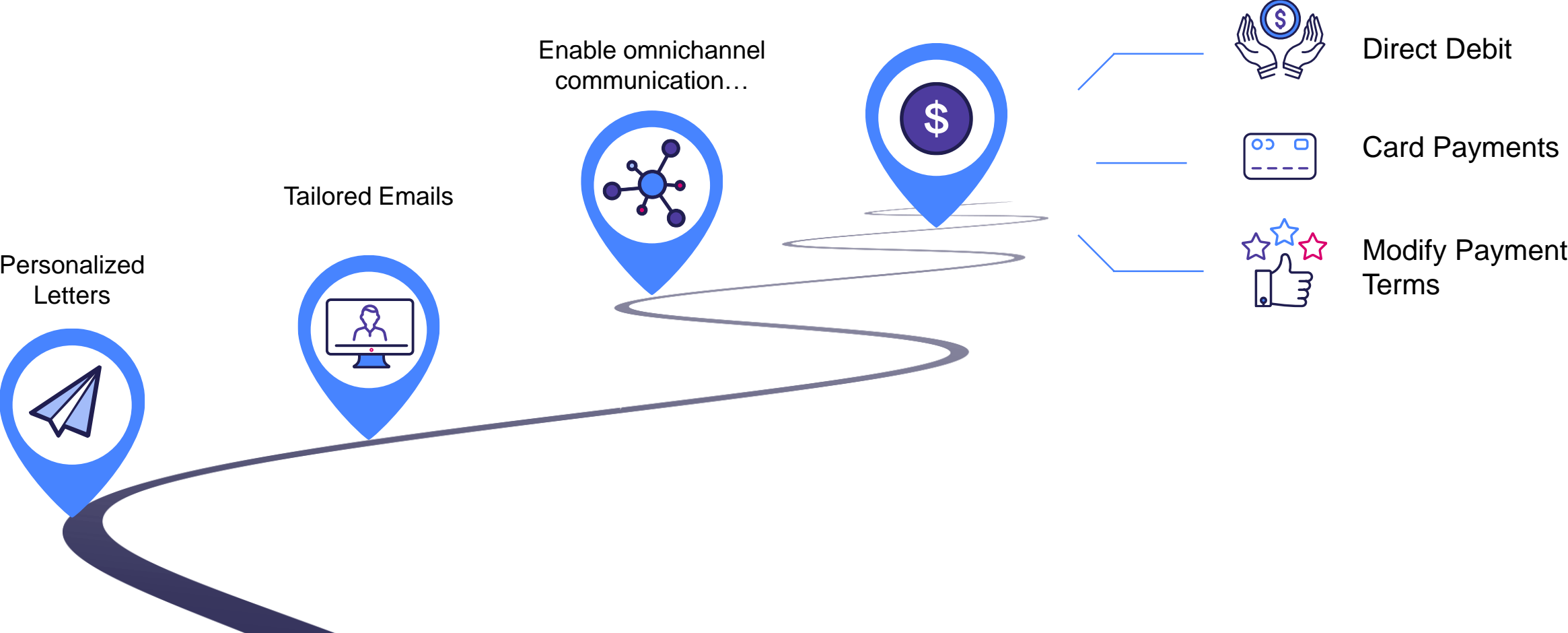
Call center technology background



New Challenges For Collection Teams



We Invest in Great CX & Customer Journeys



Mind The Technology Gap



Today's Customers

Expect to complete processes instantly, anywhere



See calculations



Submit I&E



Pay



Fill forms



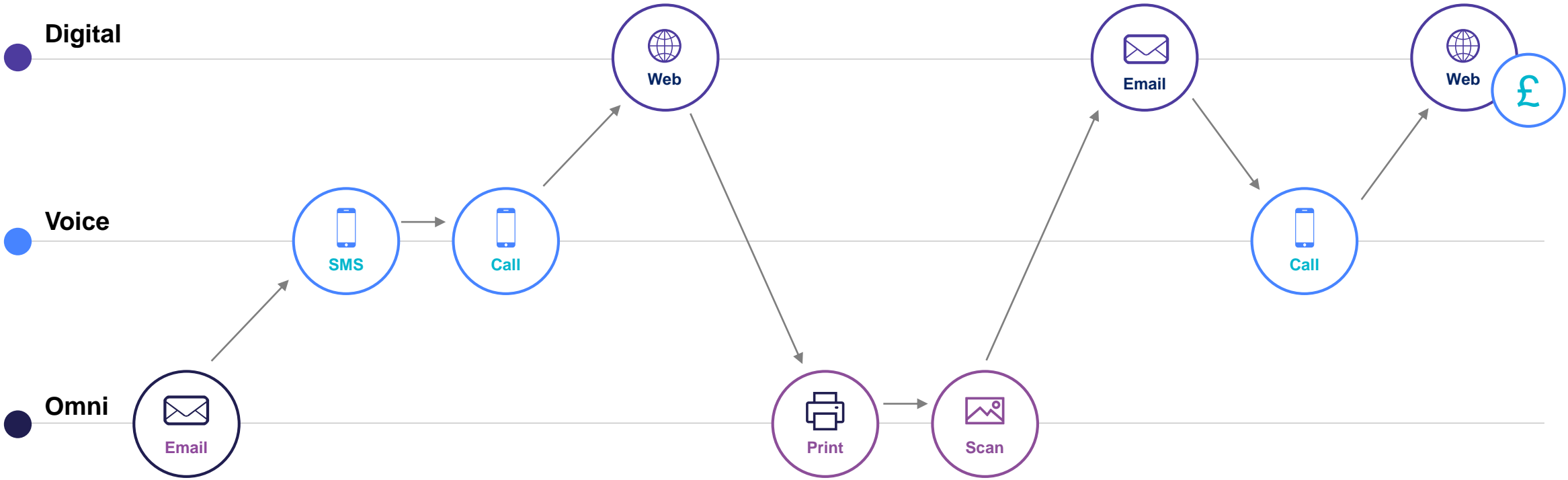
Sign and consent



Today's Agents

Aren't equipped to deliver that experience

The Last Mile of the Debt Collection Customer Journey



Poll

How many touchpoints until successful collection:

1-2

3-6

7-9

10 or more

Impact of The Technology Gap



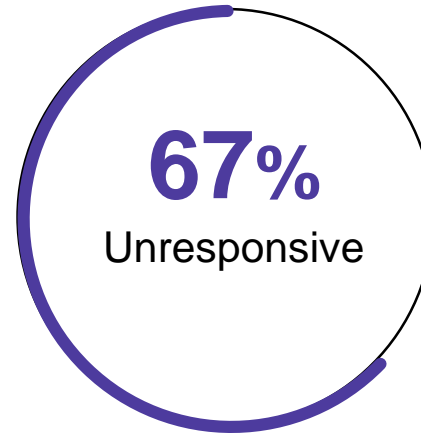
Unsuccessful
Collections



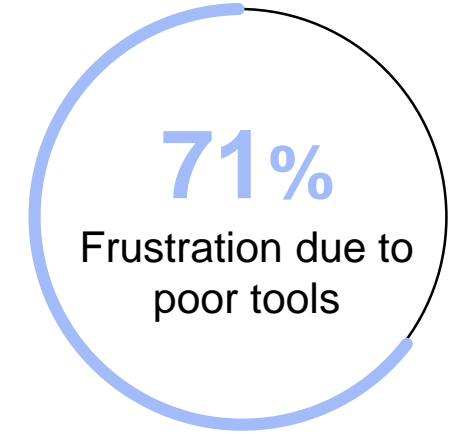
Inflated Costs



Uncooperative
Customers



Frustrated Agents



Managing Collections With Mobile Customers





Bridging the Technology Gap

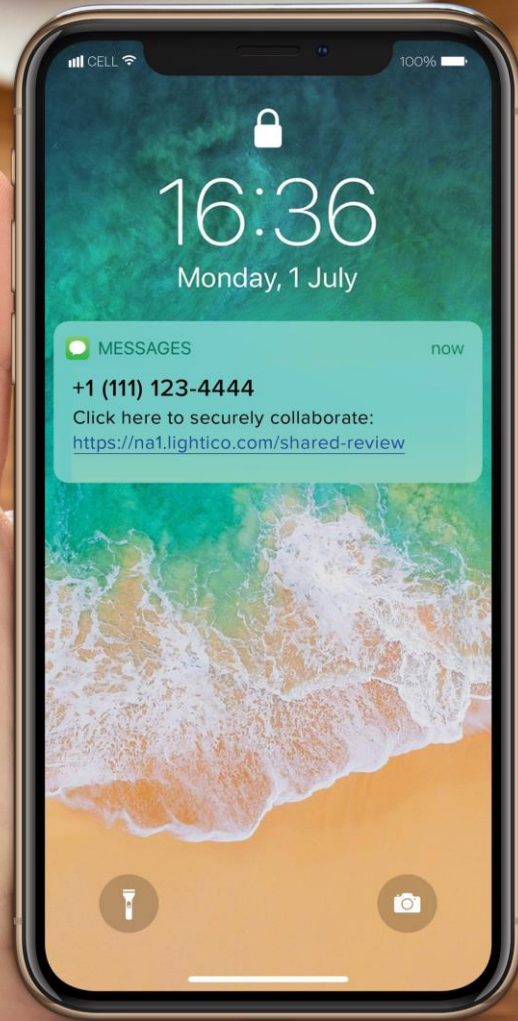
Empowering collections agents to bridge the technology gap and instantly complete collections with customers over the phone.



Collections Completed in Minutes



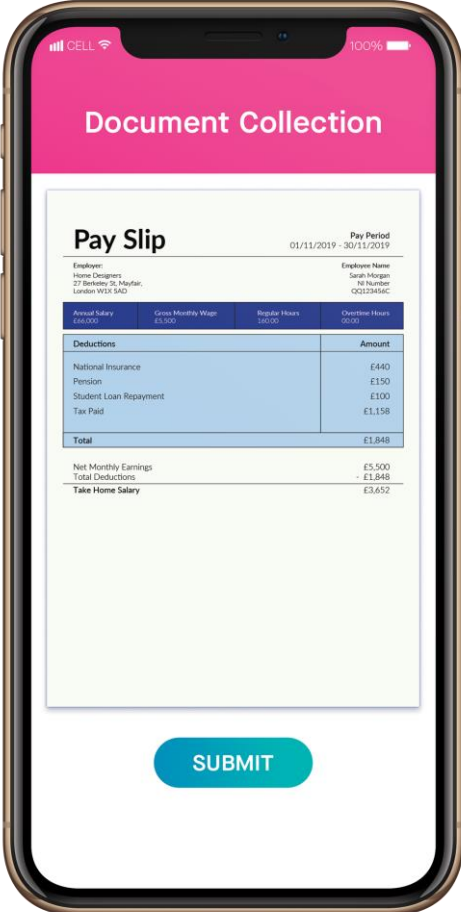
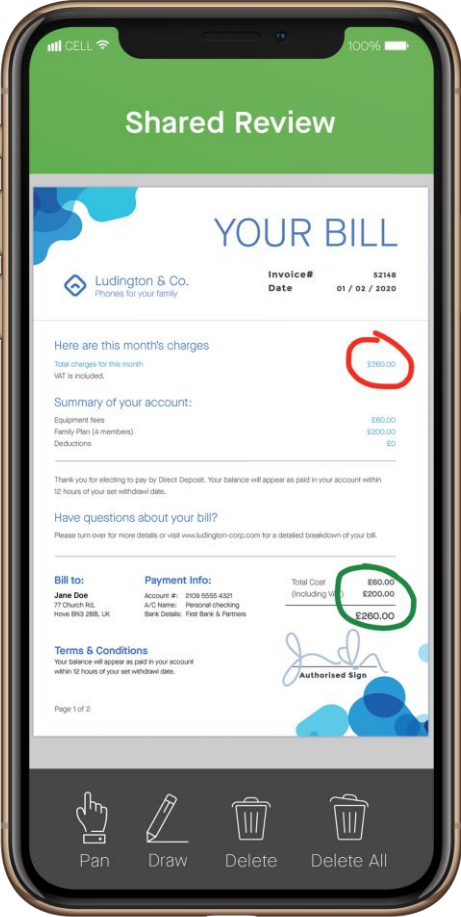
It's all in a Text!









**Instantly Complete
Collection Processes
Faster with Less
Touchpoints.**

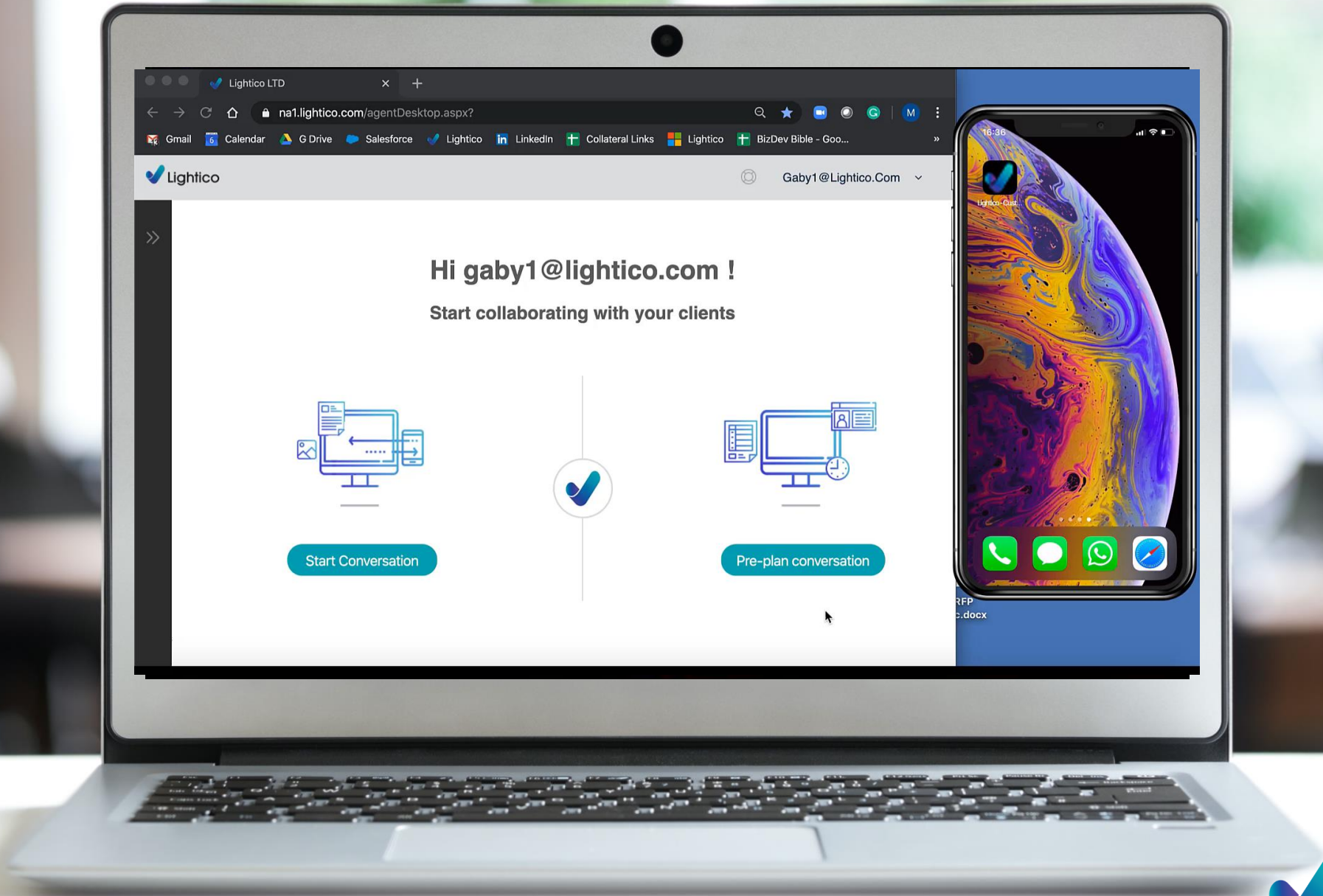


Complete Collections in One Call



Complete Collections in One Call

	Signatures on Repayment Agreement		Share Outstanding Balance Proof
	Document Collection & Repayment Planning		Secure Payment
	Income & Expenditure Completion		ID Collection & Verification



Lightico LTD

na1.lightico.com/agentDesktop.aspx?

Gmail Calendar G Drive Salesforce Lightico LinkedIn Collateral Links Lightico BizDev Bible - Goo...

Lightico Gaby1@Lightico.Com

Hi gaby1@lightico.com !

Start collaborating with your clients

Start Conversation

Pre-plan conversation



Creates a Win-Win-Win Scenario



Trusted by Industry Leaders



Business Results

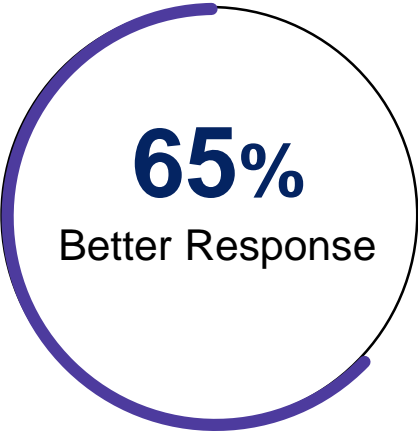
Successful Collections



Saved Costs



Cooperative Customers



Happier Agents



Poll: Invitation

- **Experience** live in-call debt collection
- **Access** more research findings
- **Customized** Demonstration for your team



Summary: Key Points

- Customers are on the go - expect speed & convenience
- Collections processes require many touchpoints
- More time + More Touchpoints = Fewer Recovered + Higher Costs
- Businesses are not set up for these customers
- Collections can be optimized by reducing the number of touchpoints
- Text Message
- In-call tools minimize effort and maximize recovery
- Less Time + Less Touchpoints = More Recovered at Lower Cost

Q&A



Thank You!

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