tcn
your voice everywhere

# Cloud Contact Center Collections Suite

Compliance, productivity and outreach are all empowered through TCN's collections suite. Years of work with our collections clients – and their feedback – have helped us build the most comprehensive and powerful cloud contact center platform available. Saved time, reduced effort, productivity and compliance are only the beginning.

## Campaign Rule-Building Made Effortless and Simple

### Natural Language Compliance Tool

Outreach campaigns don't have to be a time-consuming and code-heavy experience with TCN's Natural Language Compliance tool. Pull up the campaign planner, type in the rules you need to set in plain, simple English. "Do not call Colorado." "No contact after 9 pm." Better still, you won't have to guess at rules as the system is trained to prefill and suggest the rules you'll need the moment you start typing. Once you've built your first campaign, you can save rule sets, too. There are no limits to the number of saved rule sets.

## Case Study

### First Collections Services – in Their Words:

[TCN's product] will give you a seamless transition to simple, rapid platform ramp-up and integration with their native systems. It has boosted our productivity, customer satisfaction and compliance monitoring and our reporting is now hassle-free!

- **Rapid platform ramp-up for a seamless transition.**
- **Hassle-free reporting.**
- **Major improvements included boosted productivity, customer satisfaction and compliance monitoring.**
- **Simple, rapid integration with their native systems.**

## Safeguard Compliance and Productivity

### Manually Approved Calling (MAC)

- Place quick, compliant calls to contacts with cell phones.
- Safeguard your collections floor from placing autodialed calls to cell phones.
- Improve manual dial campaign productivity by 10 times vs. traditional manual calling.
- Ensure human interaction to initiate every call.

### TCN's Cell Phone Scrub

- Quickly identify and cancel calls to cell phones and ported numbers.
- This service comes standard with Outbound calling.

## Accountability, Resillence and Training in One

### TCN's Workforce Management (WFM)

- WFM can record entire workflows, including agent screens and audio.
- WFM transcribes all speech to text, tags emotion, silences, flagged words, and more.
- Recorded workflows can then be snipped into instant feedback packages and paired with training materials, exemplary samples, and much more.
- 100% call recording means you're never in the dark when issues arise.
- Recorded calls automatically include PCI redaction of sensitive customer data.
- Securely and centrally stored data means no internal tech dependencies.

## Case Study

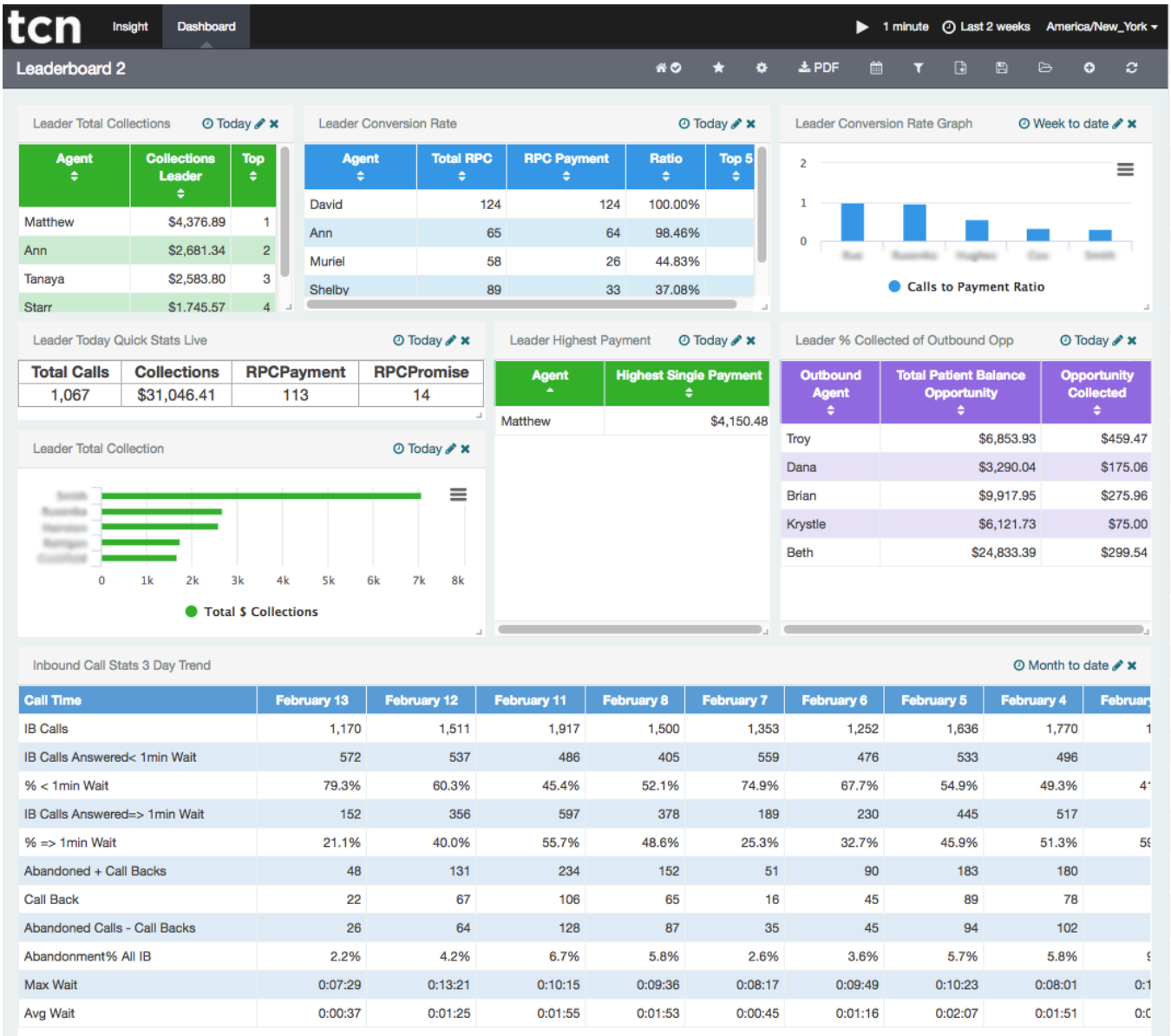
### A Nationally Licensed Collections Agency:

Since [using] TCN we've experienced lower hold times, fewer transfers, higher quality calls and RPCs with no machine mis-detects. Overall, we've seen 200% efficiency gains across the board!

- **Over 200% efficiency gains across the board**
- **More high-quality calls and RPCs**
- **No machine mis-detects**
- **Lower hold times**
- **Fewer transfers**

## A Snapshot of

# TCN's Business Intelligence



## Productivity through Innovation

### Comprehensive Omnichannel Outreach

Payment processing, two-way SMS and SMS outreach campaigns, one-touch appointment reminders, two-way integrated AgentEmail and more mean businesses and contact centers leverage every channel your customers use.

Even better, all omnichannel feeds into business intelligence, making every point of contact a chance to better serve your clientele.

## Agent Gateway Empowers Agent Compliance with Scripts, Procedure and Limits

- Never leave agents scrambling to find information.
- Prompts, scripts and limitations to processes make enforcement automatic.
- Resource access, instant guidance and unified customer data instantly make your agent an expert on each contact and the best way to handle their contact.

# Contact Us

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