

CallCenter

Predator CallCenter integrates case management tool with an advanced CallCenter. A robot use the telephone in recovery processes.

Effectively

Your CallCenter makes the job easy and very efficient, by using a callrobot

Economic

Rent and Save the solution, and save large enterprise investments costs

CallCenter

The solution works by Call Center software / call robot control "campaigns" retrieves information about cases from Predator and automatically make calls to the specified phone number. When answered call Predator automatically turn the issue on screen, so the case manager can quickly and easily add new actions.

"Campaigns" can be set up very flexible in terms of what issues it will be called the

- for a particular claimant
- all cases of defaulted payment plans
- number of agents that will call out
- all cases where there has been no payment the last X months

Dial mode can be set to automatic one to one, or as predictive solution which rings at a rate based on the number of agents who are logged and how many debtors who responds.

The result of the call is recorded directly by the executive officer in the Predator and solution updates the case history in Predator with different status codes "called - no answer", "number not in use", etc.

Advanced CallCenter solutions that this is linked to major investments. SPN has made this investment for you and rent out the solution on a monthly basis. Whether you need a CallCenter with additional agents or you simply want to streamline ringing for 1 or 2 officers, you are guaranteed to increase efficiency.

SPN ensure that the integration is in place with your Predator solution, the necessary line / terminal and operation of the CallCenter solution works.

In other words, you get a turnkey solution installed and ready to use. SPN provide training so that you can start, stop, modify and maintain your various call campaigns.