

# Virtual Collection Agent (VCA)

**INCREASE PAYMENT & DEBT RECOVERY WITHOUT COMPROMISING CUSTOMER EXPERIENCE**

## Maximize revenue recovery rates while reducing Opex

Interactions Virtual Collection Agent (VCA) allows creditors and collection agencies to automate collection transactions while maximizing revenue recovery rates at reduced operational cost. VCAs use a unique blend of Conversational AI and real-time human understanding to offer natural and conversational self service. VCAs behave like your best agents at scale and handle spikes in contact volume without adding more agents.

## Lead with security and compliance

With VCA, customers handle collections transactions at their convenience through the channel of their choice. VCA can verify right party contacts, authenticate customers and offer customizable payment negotiations. Remaining compliant is always top of mind for collection agencies; with VCA you can always say the right thing, at exactly the right time.

## Conversational AI and real-time human understanding

Interactions Virtual Collection Agent is built on our patented Adaptive Understanding technology which seamlessly combines artificial intelligence and human understanding in real time. Our research shows that many customers prefer to speak to a VCA rather than a human when dealing with collections requests and our Adaptive Understanding technology allows us to provide an unprecedented conversational experience.

## CONSUMER DEBT HITS A NEW RECORD OF \$14.3 TRILLION

More debt means more revenue to collect and more opportunities to deal with delinquencies and losses. The VCA accommodates for increases in volume without adding staff.

## OVER 50% AGENT TURNOVER IS A REALITY

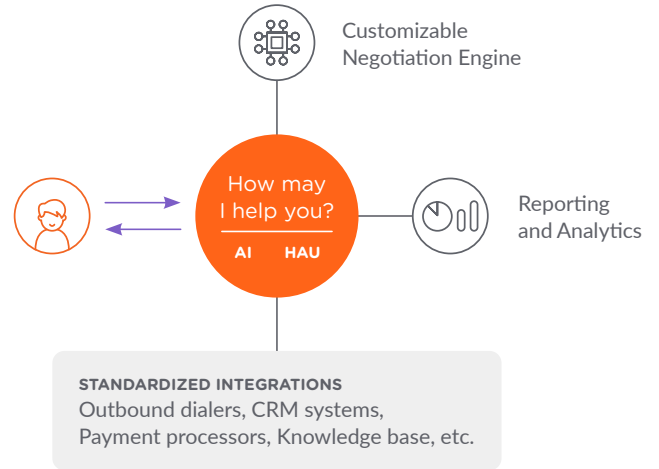
Agent churn is expensive and affects efficiency. Our VCA behaves like your best agent, at scale, and is immune to most crises.

## 58% ARE UNCOMFORTABLE BEING CONTACTED BY A HUMAN ABOUT DEBT

Our VCA offers a conversational and judgement-free approach to collections, increasing revenue recovery while keeping customers satisfied.

# INTERACTIONS VCA FOR PAYMENTS & COLLECTIONS

Interactions VCA is a cloud-based, fully managed solution designed to deliver transformational customer experience and increase debt recovery. With superior technology, 15 years of experience, flexible pricing options and standardized integrations into the Collections tech ecosystem, VCA guarantees faster time to value and improved productivity.



Verify right party contacts (RPCs)



Repayment options, negotiation and planning



Balance inquiries



Account management and login support



Reminders and notifications



Payment processing



Set preferences and enroll in programs



Proactive communications



FAQs

To learn more about Interactions solutions for payments & collections, please visit:

[www.interactions.com/collections](http://www.interactions.com/collections)