

Better Insights for More Effective Call Center Operations

Current skip-trace and data company options just aren't working. Over 80% of outbound calls go unanswered or ring to the wrong party, and industry-wide right-party contact rates hover at a dismal 3%.

For decades, collection organizations have largely relied on compiled credit bureau and demographic information for their contact strategies. But these methods emphasize quantity over quality, with stale data, major gaps in coverage—often as high as 40% of phones—and lack of any true insight into crucial phone behavior, like the best time to call.

For the first time ever, most homes in the U.S. no longer have a landline phone.¹ With the increasing cost, risk, and exposure of dialing wireless numbers, how can collection organizations identify and prioritize the right numbers, while still maintaining their call center margins?

The answer: complete consumer insights.

Neustar, the trusted authority on phone data, is once again revolutionizing the industry by offering **Authoritative Contact Intelligence for Collections**. Now not only can you quickly identify and prioritize the right telephone numbers for a given consumer, but you can also receive deep insights into predictive phone characteristics, such as the best day and time to contact each consumer.

Increase the efficiency of your call center operations, while also reducing your legal, financial, and reputation risks. Neustar not only offers a more reliable way to validate and verify phone ownership, but also provides critical consumer intelligence driving the effectiveness of your resources. Make the right connection the first time—at the right time—and your odds of securing a payment increase exponentially.

- Unparalleled coverage of wireless, VoIP, and nonpublic numbers
- Unique insight into billions of call transactions
- Management of over 90% of the U.S. caller ID market
- Precise linkages between consumers' name, telephone number, and phone activity
- Consumer data refreshed every 15 minutes

WANT TO KNOW...



...exactly who to contact?



...exactly which number to use?



...exactly what day and time to contact them?

¹Source: CDC/NCHS, National Health Interview Survey. Updated May 4, 2017.