

## Cloud-based dialing technology created with the ARM industry in mind

CT Impact Hosted Services, IAT's cloud dialing solutions, are designed to provide even the smallest collection agency an affordable way to use Predictive Dialing and Interactive Communications technology. Automate routine communication to dramatically increase call volume, agent productivity and ROI.

With IAT's cloud solutions, there are no long-distance charges and no additional phone lines or hardware to purchase. Simply upload your accounts to our secure website and let IAT make the phone calls and instantly transfer every live answer to your agents. Plus, CT Impact works with any host data system (batch or real-time) and provides daily emailed reports.

You'll also enjoy:

- Affordable, pay-as-you-go dialing options
- Easy to use and set up technology
- Online Installation and training



### Hosted Predictive Dialing (PD)

Increase agent productivity by 300% compared to manual dialing. IAT's predictive dialer adjusts its dialing rate to keep your agents productive and avoid placing calls on hold.

### Agent Access

Train agents to use IAT's agent interface, Agent Access, in less than 30 minutes.

- **Dialing Modes:** Easily switch between five dialing modes— Predictive, Power, Preview, Passive and Dial Request.
- **Agent-entered call results:** Predefine call result options specific to your organization's needs. Call results are shown on reports and in Manager Center.
- **Agent Toolbar:** Agents' access to dialer tools. You can choose to display the toolbar in two main ways: in a docked position on the screen or free floating.

### Collection-specific Feature Highlights:

- **TCPA & FDCPA Compliance:** Our products are developed with industry regulations and compliance in mind. We provide the features and flexibility you need to manage your own level of compliance.
- **Legal Calling Hour Control:** Have confidence knowing CT Impact will only call during legal calling hours based on time of day, zip codes and area codes. We also give you the ability to determine your own calling hours.

IAT has assisted collection organizations of all types and sizes exceed their contacting goals for more than two decades. Contact IAT's dialing experts for your own tailored dialing solution.

**iAT**<sup>™</sup>  
SMARTDIAL<sup>®</sup> SOLUTIONS

## Manager Center

Control agent workflow, monitor agent conversations and activity, and set dialer pacing.

- **Monitoring/Coaching/Conferencing:** Real-time agent monitoring and interaction in three ways: listen in on agent/debtor conversations with Monitor; intervene and allow only the agent to hear the manager's comments with Coach; or hold a three-way conversation between manager, agent and debtor with Conference.
- **At-a-glance Agent Status Screens:** The Agent Activity screen shows the manager a color-coded view of all agents' activity and current status. In another screen view detailed dialer activity for each agent.
- **List Groups:** List Groups ensure that the highest priority accounts are worked at the most effective times and by designated agents. Pre-select which lists each agent or team will work consecutively. Schedule lists based on list order or time of day.
- **Dialer Pacing:** Determine how "hard" you want the dialer to work to obtain a live call.
- **Multiple Phone Number Control:** Increase your chances of a right-party contact by including multiple contact phone numbers for each account on your lists. CT Impact will contact the numbers in the order and at times you determine, then track call results and further actions for each number.

## Hosted Interactive Communications (IC)

Use these automated messages to identify the right-party, give payment options and more. You'll be able to contact all your inventory, scrub new business lists and find the accounts that are ready to pay. Reach accounts by phone during the day, after hours and on weekends.

- **Answering Machine Message Lay-in:** Guarantee you have a perfectly-left answering machine message every time. With the system's dynamic flexibility you can choose when and which messages are left for each calling list.
- **Leave Message:** Improve dialer agents' productivity by letting the dialer leave the answering machine message. If an answering machine is transferred to an agent, simply click the Leave Message button and send the call back to CT Impact to leave the message.
- **IC Agent:** Reduce debtor hold time when transferring from Hosted IC to an agent by eliminating the need for a "whisper transfer." Instead, IC Agent sends the agent a screen pop of key information. The agent accepts the call and the debtor is transferred to the agent.
- **Messages:** You can design your own messages or choose from dozens of professionally recorded messages which include verbiage directed toward:
  - Right-party identification
  - Broken promises
  - Payment reminders
  - Payment arrangements
  - Automated payments
  - Pre-collect services

## About Enghouse Interactive

Enghouse Interactive delivers technology and expertise to maximize the value of every customer interaction. Enghouse Interactive's comprehensive portfolio of interaction management solutions span multi-channel call centers, CTI integration, self-service Interactive Voice Response (IVR) and knowledge management, operator attendant consoles, call recording and quality monitoring, and predictive outbound dialer. These solutions support any telephony environment, on premise or in the cloud allowing organizations to add functionality when and how they want.

With Enghouse Interactive solutions, your customers can reach you anytime, anywhere, and anyhow.

## CT Impact Web Interface

Manage daily dialer operations within the CT Impact web interface. Setup campaigns/lists, campaign crossover and answering machine detection.

- **Campaigns/lists:** Tailor each campaign/list to match your collection strategy. Setup options include answering machine detection and control, messages left for each list, and how the dialer will handle each call.
- **Campaign Crossover:** Ensure an agent answers each PD call. Crossover enables PD calls from one campaign to be transferred (routed) to available agents working on a different campaign.
- **Answering Machine Detection & Control:** Choose to detect answering machines and have the dialer leave a message or not detect answering machines and have every call transferred to your staff. Detection is enabled by list/campaign.



## Inbound

Receive inbound calls through CT Impact and route them to pre-determined agent groups (teams) based on the phone number dialed to reach you.

## Call Recording

Record all calls transferred to an agent. Throughout the month, play back recorded calls online or download them one at a time. With IAT's Call Recording Archive Service, choose to receive either a searchable DVD or digital download of each month's recorded calls.

## Cell Scrub

Compare each account phone number against the most current data available straight from the source – the government entities assigned to track the info. And, CT Impact provides flexibility to determine which lists are scrubbed.