

Use Cases

You define the characteristics and business rules of your **ideal agent**.

- Customer Service
- Collections
- Sales

Customer Service

- General information
 - Billing inquiries and clarifications
 - Incident reporting
 - Customer loyalty and engagement
 - Customer retention
 - Data updates
 - Proactive notifications regarding potential issues
 - Reduction of inbound calls
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Collections

Manage different portfolio segments and tailor collection strategies based on delinquency levels and the business rules defined by the customer according to their industry.

- Early-stage delinquency
 - Late-stage delinquency
 - Charged-off accounts
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Sales

- Lead generation
 - Customer pre-qualification
 - Promotions and offers
 - Upselling and cross-selling of products and services
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