

# VIRTUAL AGENT COLLECTOR

InterProse built the Virtual Agent Collector to make online debt resolutions more successful. With careful consideration for an intuitive user interface, customizable process flow, easy one-click access, and a patented avatar for guidance, InterProse thought of everything.

Implementing Virtual Agent Collector, an automated, web-based debt collection solution, provides any business or agency with a friendly, 24/7, heavily customizable, eternally compliant representative for every debt collection effort.

Scalable to every level of need and built to fit any first- or third-party debt recovery effort, Virtual Agent Collector is not only a reliable software solution, it's a reliable employee.

## INTRODUCING THE VIRTUAL AGENT AVATAR



Our optional, proprietary avatar can take many different forms and even be custom built to resemble your own face if you would like to virtually greet customers yourself!

Never tired, always compliant, and priced at a mere fraction of a live agent, your avatar will greet and guide your customers to resolution 24 hours a day.



## BENEFITS

*The use of a Virtual Agent Collector is a strong step forward for any debt collection effort. Alternative communication portals are a must-have when attempting to reach younger consumers and facilitating modern transaction behaviors.*

- **Serve your customers 24/7, every day of the year.** No holiday pay, no medical, no FICA, no paid vacation.
- **Increase online payment revenues** by 20-50%.\*
- **Free up collection agents** and customer service representatives for more pressing tasks.
- **Reduce account handling time** by passively gathering information on disputes, bankruptcy and insurance rebilling.
- **No FDCPA violations** because your virtual agent will always follow company policies.
- Correctly and **automatically calculate payment plans** and settlements.
- Optimized interface for **mobile devices** to reach even more customers.
- Studies show 90% of debtors would prefer an online agent to speaking with a live collector.
- **Leverage modern consumer preferences.**

\*Based on InterProse customer experiences



## FEATURES

*Tick the boxes. Virtual Agent Collector will meet all of the needs you know you have as well as the ones you don't. There are a few options available to you in the market, but none that match the capabilities InterProse offers.*

- ☐ Configurable, real-time decisioning engine
- ☐ Accept, process, record and report credit card and ACH payments
- ☐ Gather customer information to update profiles and aid in future collectability (e.g. phone numbers, addresses, employment information, etc.)
- ☐ Integrate with your current website without costly modifications
- ☐ Offer payment plans within the guidelines you define
- ☐ Create custom settlement offerings based on various data ( e.g. client type, status, balance, age, etc.)




## SCREEN CAPTURES

*The user-interface of Virtual Agent Collector is highly intuitive and infinitely customizable to increase successful account resolutions.*

**VIRTUAL AGENT COLLECTOR** [Home](#) [Contact Us](#) [Payment Schedule](#) [Logoff](#)

Please fill out the authorization below to complete your payment



Mute

I **MARQUE ROLLINS** hereby authorize "InterProse Demo Portal" to electronically debit the following account 32383349 XXXX6464 the following schedule.

Date	Total Amount
09/27/2017	\$102.54
10/27/2017	\$77.47
11/27/2017	\$77.47
12/27/2017	\$77.47
01/27/2018	\$77.46

**Authorize**

Please click on the Authorize button once your patience.

**If you have any questions or need to**

\* Please note your balance may

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Please select one of the options listed so that we can assist you in resolving any issues with your account. Click **Next** to continue.

- ☒ I Need to Make Payment Arrangements
- ☐ I Have Filed for Bankruptcy
- ☐ I Dispute Some or All of the Charges
- ☐ I Have Already Paid This

**Next**

\* Please note your balance may not reflect recent payments that may be in transit.

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If you need to start over at any time, simply click on the **Home** link above.

Please click **Next** to continue.

**Balance: \$401.21**

Company Name	WebAR #	Client Account #	Balance
CITY OF TAMAROA (00537)	110982431	IL092015JL1993TR6655D1	\$136.48
CITY OF TAMAROA (00537)	110982430	IL092015JL1993TR6657D1	\$264.73

**Next**

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