

ConnectOneSM

Automated, personalized customer communications to boost collector effectiveness

ConnectOneSM for collection agencies, debt buyers and collection law firms

Your time is valuable

Collectors spend much time and effort on unproductive tasks, such as handling wrong parties, leaving answering machine messages and reaching incorrect households.

To help you spend more time talking with the right parties, Experian[®] has partnered with Varolii Corporation,[™] a pioneer in interactive communication solutions, to offer ConnectOne, an automated solution designed to improve many of the business and communication processes required for successful collections.

Two dialing applications for the collections market

Designed to improve efficiency and increase effectiveness, these dialing applications provide a personalized, automated and interactive dialogue with debtors to deliver consistent treatment and offload inefficient tasks from collectors.

- **Right-Party Generator application:** You provide multiple phone numbers from new placements or records returned by your skip process and as ConnectOne dials phone numbers, this application validates the correct household using an automated platform. As debtors are confirmed the system transfers them directly to your live agent.
- **Information Agent application:** When you need to send messages to debtors, such as notification on their account status, Information Agent facilitates the automated outreach. It offers the same flexibility as Right-Party Generator, plus the ability to present full messages to debtors.

Take control of your campaigns

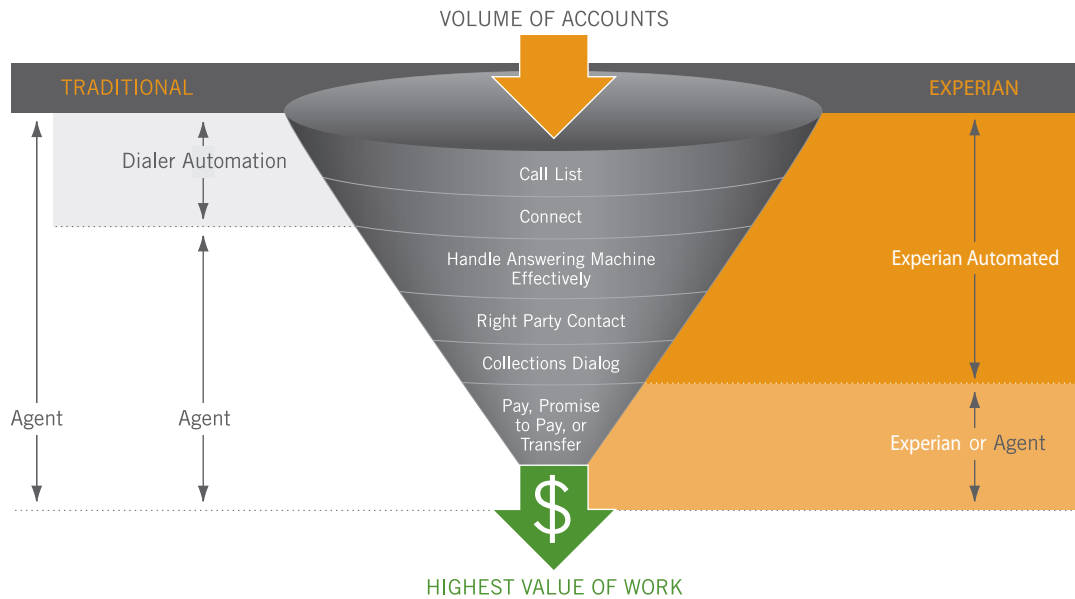
- **Account level application controls:** On a record-by-record basis, adjust strategy, message and flow of your applications
- **Real-time application controls:** An alternative to account level controls, manage your entire application in real-time through a secure, browser-based administrative interface
- **Flexible calling strategy:** You have the power to modify and create new applications, manage calling hour windows, set call center hours and modify outbound contact pacing

Increase recovery rate and collections effectiveness

- Increase dollars recovered by treating additional accounts
- Increase contact rate by leveraging automation
- Increase net return over traditional collections by increasing treatment intensity
- Decrease overall collection operations costs and reduce full-time employee/agent headcount
- Enable agents to focus their efforts on right party contacts

Solution highlights

- **Fully hosted — requires no capital expense:** Because ConnectOne is a managed, hosted service, there are no up-front capital expenditures to you.
- **Mirrors your current collections processes:** Returns a results file that you can upload into your collection system to update your accounts with the outcome of a calling campaign.
- **Handles privacy screeners:** Effectively bypasses privacy screeners and network-based systems to ensure your calls get through.
- **Scalability:** Quickly, easily and cost-effectively increase both the volume and intensity of contact. Schedule communications to reach customers at optimal times with no volume constraints.
- **Manages answering machines and callbacks:** ConnectOne can leave a message with a toll-free number and unique message code, enabling the responsible party to call back and retrieve the notification with all of the interaction options enabled — all without ever speaking to an agent.
- **Integrates with contact center systems:** Enables warm transfers to agents.
- **Excellent customer experience:** ConnectOne communications are personalized and polite — yet professional, detailed and succinct.



How it works:

1. Your system(s) submits call lists to Experian's ConnectOne through batch file uploads on a scheduled basis.
2. ConnectOne sends out personalized, interactive notifications via phone.
3. Consumers are presented with response options customized to your business.
4. ConnectOne handles the interaction and transfers consumers to your collector as defined by your business requirements.

First Pass sample script from Right-Party Generator application:

Right party contact and transfer

This is an important call regarding a personal matter. If this is <John> <Smith>, press one. If not, press two. Para espanol, oprima tres.

If one: Thank you. This is ABC Services calling on behalf of <Energy Company>. In order to evaluate your options, we're accessing your account. We appreciate your patience.

[Transfer to agent in progress while the above script is read to the customer.]



powered by
VAROLII

**To learn more about how ConnectOne can help your
business, contact your local Experian sales representative
or call 888 414 1120.**

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475 Anton Blvd.
Costa Mesa, CA 92626
888 414 1120

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