

OVERVIEW

Nexidia Interaction Analytics for Accounts Receivable Management



INDUSTRY CHALLENGES

Accounts Receivable Management (ARM) companies walk a fine line as they face the challenges of achieving optimal portfolio performance while complying with numerous state and federal regulations. Profitability depends on well-trained collectors being able to recover the maximum amount owed while keeping within permissible communication parameters. Collectors that stray outside of the guidelines put the company at risk of lawsuits and regulatory fines. Having the tools to identify and correct improper collection activities – as well as recognizing and communicating collector best practices – can significantly improve the collections performance of a debt portfolio.

Nexidia understands the demands of this marketplace and offers a solution backed by industry-specific intelligence honed through years of working with accounts receivable organizations. Nexidia automatically processes thousands of hours of virtually every type of audio, video and text file format faster than any other method, delivering access to critical data in hours or days, not weeks or months.

NEXIDIA'S SOLUTION

Nexidia Interaction Analytics captures and analyzes interactions between collectors and consumers, enabling users to quickly identify both opportunity and risk. Nexidia's solution delivers highly accurate results economically to accommodate even the largest volume of contact activity.

Nexidia Interaction Analytics empowers ARM providers with the critical information they need to:

- Improve debt recovery rates and increase portfolio performance
- Increase regulatory compliance
- Reduce risk exposure
- Evaluate and improve collector performance

BREAKTHROUGH TECHNOLOGY FRAMEWORK

Nexidia's technology innovation, Neural Phonetic Speech Analytics,TM smartly combines the strengths of natural language recognition with patented phonetic indexing and search to offer the most scalable, accurate and flexible solution available.

Using advanced neural network speech recognition modeled with real-world conversational data, this breakthrough technology produces a word-level transcription, phonetic index and customer sentiment scores.

Using these outputs to speed discovery of interaction content, users can easily uncover emerging topics, quantify related phrases and categorize contacts based on meaning, positive or negative sentiment, and business logic. Next, using an intuitive drag-and-drop interface, users can organize the topics of interest

Measure your organization's performance against the strategic metrics most important to the ARM industry.



for further investigation. Nexidia's Neural Phonetic Speech Analytics engine then performs a deep dive search of the phonetic index to deliver a root cause analysis of these customer contacts.

EARLY DISCOVERY UNCOVERS ISSUES AND TRENDS

Nexidia's early discovery functionality makes it easy to begin exploring interaction data and uncovering emerging issues without knowing what to look for in advance. Nexidia's phonetic indexing and search capability analyzes 100% of customer interactions to uncover how often events occur, why events occur, and the impact they are having on the business. ARM personnel can apply these insights to produce a quantitative analysis of contact center data.

DRIVE ENHANCED PERFORMANCE

Integral to the success of any ARM company is individual collector performance. Nexidia enables supervisors to track and measure collector activities against customized benchmarks, or Key Performance Indicators (KPIs), directly tied to business goals. With KPIs in place, Nexidia Interaction Analytics allows measurement of collector activity across 100% of contacts to deliver accurate, quantified evidence of collector performance against these benchmarks. Armed with insights on which collectors are struggling, and which are most successful, supervisors can effectively

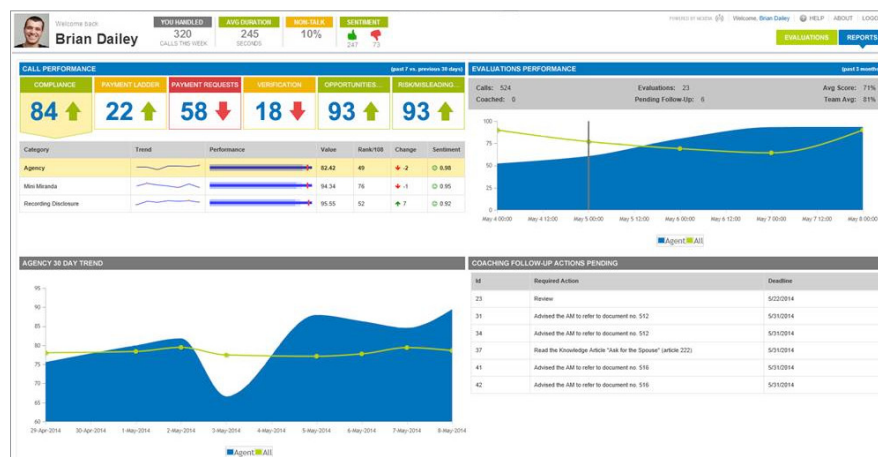
train collectors according to their individual needs, and share best practices from top performers across the team. This approach has proven to be more efficient and cost effective than taking a team-wide blanket approach to coaching.

Supervisors can easily monitor performance at the team or individual collector level through the use of graphical dashboards that summarize results and track KPIs. Dashboards are configurable to provide custom data views, and offer easy options for configuring reports tailored to specific audiences.

Collectors can also monitor their own performance via personal dashboards which track their metrics. In addition to

having continuous, objective, data-driven records of their performance, agents are able to view management evaluations or complete self-evaluations right from their desktop. With these expanded insights, collectors become more active participants in their own performance management.

Nexidia unlocks the crucial information inside unstructured audio and text interactions to improve business processes and collector behaviors that can impact debt recovery rates and portfolio performance. For more information, or to schedule a full consultation on how Nexidia can help improve accounts receivable management operations, please contact us at info@nexidia.com.



Nexidia Interaction Analytics provides immediate insight into collections performance and compliance at the individual collector level.

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