



## Cheetah™ High-efficiency system for Collections



The TCS Cheetah High-efficiency system is a WINDOWS 2000, fully-integrated, agent-filtered, dialing system.

Unlike traditional predictive dialers, which pass all calls through to your agents, the Cheetah High-efficiency system combines a "filtering-agent" together with digital IVR capability resulting in a large increase in agent efficiency and productivity.

**The TCS High-efficiency has been designed especially for Debt collection with the understanding that over 70% of calls to Debtors result in a left message, answering machines, family members etc. - not Debtor contacts!**

### How it works.

- 1) During a call run, the Cheetah system dials over multiple telephone lines from lists of accounts. Upon detection of a "live voice", the system connects the telephone line to your "Filter-agent" headset. Simultaneously, account information regarding the called party appears on the Filter-agent's P.C. screen.
- 2) If the Debtor has been contacted, the Filter-agent clicks on the "Agent Transfer" button - the called party is then connected to one of your Contact-agents with the full account data "popping" on their screen.
- 3) If the Filter-agent determines that the called party is not the Debtor (i.e. friend, family member, answering machine etc.) the "3rd Party Message" button or the "Ans. Mach. Message" button is clicked and the Cheetah plays your digitally recorded message to the called party asking for the Debtor to call into your office - this is the exact same message that your agents would leave if they handled the call themselves.

**This sequence of verifying the correct party, then passing to a contact-agent or playing a message, doubles the number of contacts, efficiency and productivity of all agents!**

### Another great feature of the TCS High-efficiency dialing system:

The High-efficiency system can be run using the Filter-agent only. Whenever there are no contact-agents available or on-line, the system selects the appropriate creditor-specific message to play to the Debtor. One agent now has the productivity of 6 predictive dialer agents!