Accounts Receivable Management (ARM) Solutions - Integrations
from Interactive Intelligence

Handle widespread integration needs.

Collections organizations can't run without integration – from the collector desktop to the contact center, back-end systems, and out to vendors and partners you rely on. Add compliance and the drive for operational efficiencies, and integration becomes a foremost consideration.

Begin at the desktop.

Interaction Collector from Interactive Intelligence is a browser-based desktop application capable of managing the entire debt lifecycle – from early-stage delinquency through post charge-off. Pre-built interfaces connect to industry-leading data, dialer, letter, and payment vendors – allowing for faster deployments and more seamless workflows.

On the back end, Collector uses generic, standard-based protocols for integrating and communicating with other internal and external systems and data. Access collections and recovery analytics, and rapidly create and execute import/export jobs to-and-from disparate systems and sources.

Dialer integration is key.

Patented predictive algorithms and advanced call analysis capabilities are at the core of Interaction Dialer from Interactive Intelligence. Pre-built integration to Dialer provides screen-pop to the Collector desktop as well as single-entry disposition and notes for agent efficiency. Cross-campaign real-time account updates maintain compliance and improve the integrity of multi-day scheduled callbacks and account status.

Get all-in-one contact center capabilities.

Add anything else needed for the contact center with Customer Interaction Center™ (CIC). Choose from inbound/outbound ACD, IP PBX (with presence insight), IVR, call and screen recording, real-time speech analytics, agent scheduling and more.

From chat to callback.

Expand your contact channels, and bolster your ability to connect with the consumer. Deploy new channels as needed – SMS, chat, email. With our all-in-one solution, it's as easy as a click.

Something for everyone.

The pre-integration from Collector to Dialer and the all-in-one inherent design of Customer Interaction Center offer something for everyone.

For the collector

- Desktop PBX call controls, including look-ahead transfer, presence management, and dial pad
- Inbound screen pop from Interaction Dialer to Collector's desktop
- Single disposition with integrated account notes
- Manual call capability through ACD/PBX integration

### For your collections center operations

- Multi-day scheduled call backs
- Cross-campaign account status change or removal
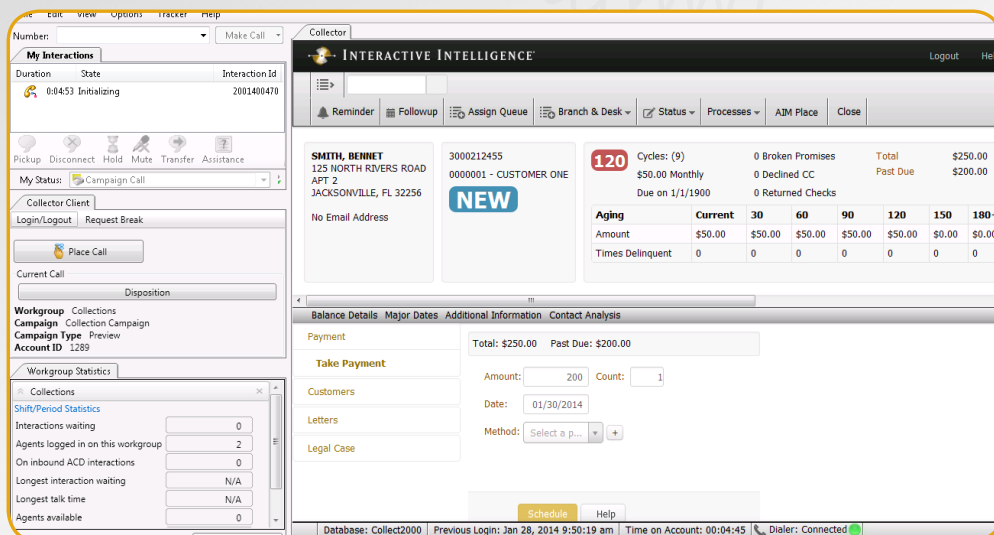
Pre-packaged solution with Interaction Dialer and contact center functionality on the left; Interaction Collector work screen on the right.

The benefits abound.

- Improve agent efficiency with single disposition and notes entry
- Maintain compliance and increase efficiency by removing all accounts real-time across multiple campaigns when status change occurs
- Deploy one or more new channels as needed – SMS, chat, email and more
- Increase accurate intra-day reports with real-time agent and Dialer results fed back into Interaction Collector
- Offer cost savings with browser-based desktop, optional USB headsets
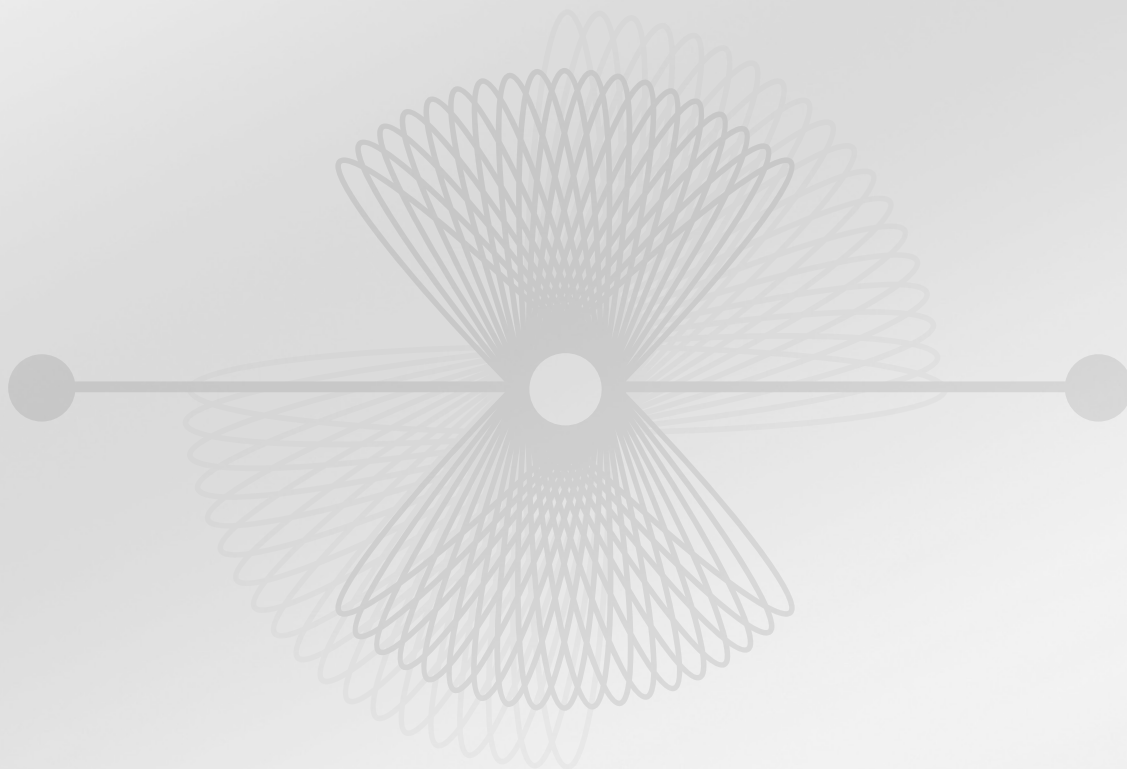
INTERACTIVE INTELLIGENCE®

Interactive Intelligence provides contact center and collections solutions to credit grantors and their agencies for auto finance, banking, mortgage, credit card, utilities, healthcare, telecommunications, and service providers. Offered via the cloud or on-premises, the receivables solutions from Interactive Intelligence enable collections organizations to accelerate key recovery functions, process critical receivables data more efficiently, and stay in compliance. In fact, more than 200 organizations throughout the collections industry now use our solutions for those very reasons.

At Interactive Intelligence, it's what we do.

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