

Example Phase

An opportunity for the collector to listen to an industry “best practices” model learned from top collectors. This model incorporates proven negotiation methods designed to promote debtor payment through realistic phone simulations.

Each example provides a model of ideal performance including accurate information about legal compliance, conversation flow, and your policies.

The subtleties of ideal vocal tone, volume, pace, & inflection are also modeled for the collector to learn and emulate.

Practice Phase

Using a true role-play environment, the collector plays the role of the “best practices” collector without fear of embarrassment, or the distraction of someone listening over their shoulder. They are guided through the conversation, promoted by either a full text or abbreviated script.

Full script allows them to focus on how they sound, while using the words and phrases of top performers.

As they learn and develop confidence, they can migrate to more limited support, using only key words and phrases as support. This enables them to put what they have learned from the conversation into their own words and style.

Recording Phase

Once confident in their ability to perform, the collector has the opportunity to record their performance for review and comparison to the “best practices” model.

Recording also saves the collector’s performance for review with their coach or manager allowing for additional feedback, instruction, or support.

Review Phase

A state of the art feature that enables the collector to quickly and easily compare their recorded performance against the “best practices” model of ideal performance.

The collector can toggle between the ideal model shown in the example and their own performance, noting what is similar and different even about things as subtle as vocal tone, volume, pace, & inflection.

As the collector reviews their recording, and compares it to the “best practices” example, they can choose to re-record any part of the conversation to more effectively emulate and perfect it.

