

Concord Genesys
Cloud™ collections
contact center system
receives rave views
from clients, customers,
employees

Industry-leading loan servicing
solution revs up customer
satisfaction, portfolio performance



Concord Servicing, Inc.'s new mobile-responsive Genesys Cloud™ contact center communication system is a hit with clients, collections customers and call center employees.

Clients are receiving robust and up-to-the-minute reporting about both quantity and quality of customer interactions. Customers are benefitting from shorter call hold times, reliable information, and new secure self-service payment and account options—on a state-of-the-art platform. Contact center employees report that Genesys® is helping them do their jobs more productively and positively.

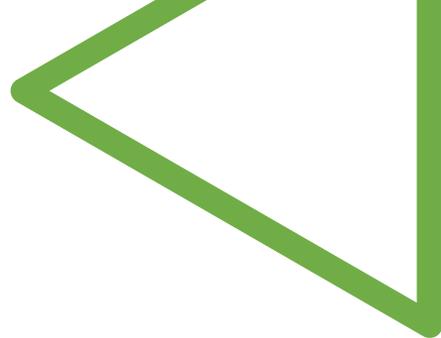


Using the new system, implemented with partner Avtex, Concord has seen a 400 percent increase in such customer self-service usage as making PCI-compliant credit card and check payments.

For customers connecting by phone, hold times have been substantially reduced and reps can focus more effectively on fielding questions and addressing concerns in a completely secure environment. Full bilingual voice call options also can be accessed.

Positive reactions have occurred across the board, including what's not being heard—customer complaints about wait-times and lack of self-service options. Staff have expressed very high levels of satisfaction working with the Genesys system. Ease of use and availability of information have been drastically improved. Clients uniformly have given a thumbs-up to the new system.





Increasingly, collections customers are driving the customer experience to meet their expectations.

"Creditors wanting high-performing portfolios need to meet those expectations. Genesys is a key link in successful collaboration between customers and creditors. We're consistently elevating the customer experience while maintaining compliance and integrity. We now have the leading solution in the industry," notes Concord President and CRO Shaun O'Neill.



“We can see right away how teams are performing and report to clients on a moment’s notice, all in user-friendly, easy-to-read visualizations through a business intelligence tool integrated into the phone system. We will continue to adjust, and add more analytics and depth to system capabilities,” notes Senior Contact Center Director Dan Goit.

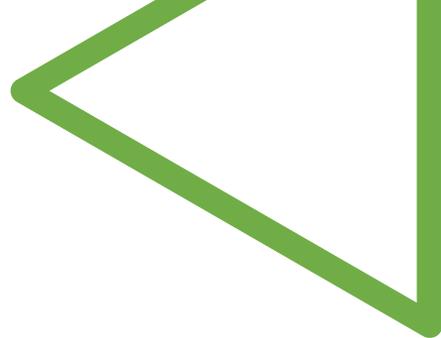


This also enables immediate changes to staff allocation and coverage, depending on areas of greatest need.

Reaction times to consumer needs have improved from next-day to right away in many cases. Notes O'Neill, "Dan's managers can now adjust resource allocations in real time. Overstaffed in a particular area? Needing more people elsewhere? We can easily adjust resources to accommodate. This empowers faster and better customer communications, and instills confidence with clients, who appreciate the rapid pivoting to meet demand where most needed."

Goit adds that necessary changes can now be made by people with daily customer contact versus having to develop and implement a software solution. It's much faster, and instead of one or two people eyeballing the situation, "There are many subject matter experts through the organization and in all areas of the department who can make changes that are efficient, professional and clean," Goit notes.





Concord Program Manager Josh Burack emphasizes that incorporating an industry-leading solution fits perfectly with Concord's continuing investment in forward-looking technology that empowers and enhances a wide array of satisfying personalized interactions—starting with clients and their customers, on through to those who oversee and staff the contact center.



“During COVID and widespread economic hardships, we shifted to working from home successfully while maintaining focus and continuity and improving overall performance. Genesys Cloud™ is an extension of that attitude. Many companies didn’t survive,” notes Burack.

Providing a caring and collaborative customer collections experience will continue to be the norm in the loan servicing industry. Burack points out, “For so many reasons—cooperation, compliance, regulations, security and client portfolio performance among them—it makes sense to ensure that customers have fast, accurate, and satisfying experiences when communicating with a representative. Genesys provides a crucial leg up to do just that.”





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