

Interact Collect

User guide

Improve collections performance with Interact Collect

Most debt collection operations are manual, labour-intensive and expensive to run. They can only be expanded by increasing agent headcount costs.

A successful customer arrears management operation needs to cover all channels, including digital customer self-service, to stay competitive and adapt to the finely balanced and rapidly changing financial services market.

The best digital debt collection experiences are non-confrontational, intuitive, collaborative and secure. They also align with existing strategies and deliver scalable benefits to the existing collection operation.

At ieDigital, we believe digital-first collections delivers real, measurable benefits. This is why we created Interact Collect, a secure, easy to use customer engagement and self-cure digital debt collections portal.

Secure digital collection experiences for your customers.

Interact Collect allows customers view their arrears, determine the right course to resolve their debt and engage with the collections team on any device, any time, anywhere. The platform offers a less confrontational, streamlined and compliant experience that maximises collection rates.

Interact Collect integrates with existing backoffice, strategy engine and agent operations, allowing customers to select the right channel for their situation.

A much more cost-effective and successful debt collection channel, Interact Collect lets you get up and running in the fastest possible time to market. With either our pre-integrated or stand-alone solutions, the self-serve collections experience is automatically tailored to deliver the right customer journeys for your customer's financial situation.

Maximise your collections operation performance, conduct and efficiency, with Interact collect.

effortless

Set up a payment plan

Thank you for setting up a payment plan. Your first payment of £60.00 is due by 19 March 2021. We will remind you nearer to the time.

BACK

Here's your personalised plan

£60.00 Monthly amount

6 Monthly payments

19 Mar 19 Apr 19 May 19 Jun 19 Jul 19 Aug

I confirm that I am able to pay £60.00 per month for the period of 6 months.

CONFIRM



