ACI® Virtual Collection Agent™, part of ACI Worldwide’s comprehensive ACI Speedpay® solution, emulates the interactions of your best collection agent in a convenient, 24-hour online environment. It has proven its success by collecting almost $2 billion in consumer debt annually for some of the world’s biggest brands. In fact, a top-three global bank improved collections performance by five times when they introduced ACI’s virtual collection service.

The Market Challenge
Recent economic challenges have increased payment burdens on consumers and their service providers. Utilities have been hit especially hard, with steep increases in the amount of past due balances and the sheer number of customers seeking payment deferrals that both strain call centers and limit cash flow. ACI Virtual Collection Agent reduces call center volumes, while giving consumers a simple, self-service option for catching up on their payments.

Offer Personalized Self-Service Payment Arrangements

ACI Virtual Collection Agent™ offers personalized self-service payment arrangements, accelerating arrearage collections with ACI Speedpay®.

**EFFECTIVE**
- Emulates the interactions of your best collection agent
- Offers flexible payment options and promises to pay
- Lets you build and adapt collection strategies based on rule sets and consumer information

**PERSONAL AND FLEXIBLE**
- Personalize offers using the consumer’s account information and other information gathered during web sessions
- Offer multilingual support so customers understand every aspect of the collection process

**RESULTS-FOCUSED**
- Reach customers who might otherwise avoid traditional collection efforts
- Collect past-due amounts, while ensuring consumers remain current on today’s payments
- Adapt and test strategies to collect more with rich reporting features

Drive self-service payment arrangements and reduce gross chargeoffs by 10%.”

A Simple Way for Customers To Resolve Past-Due Accounts

Provide a non-threatening environment for consumers who might otherwise avoid traditional collection efforts. Users find greater convenience and more comfort in resolving their delinquency on their own time and without interpersonal conflict.

- Help customers initiate debt repayment at their own pace in a nonconfrontational online environment
- Offer personalized payment plans based upon the consumer’s account information for earlier debt payment
- Make compelling offers around the clock, without additional call center costs

Customize and Personalize Offers for Better Results

An intuitive strategy manager allows you to match the right offers with the right consumers. Making real-time offers during the consumer’s website session increases the likelihood of acceptance, immediate payments and satisfactory completion of the arrangement.

- Target different sets of consumers, different types of debt and different strategies so you can make the right offers
- Continually improve, test and quickly apply new collection concepts
- Directly translate your expertise into more collections without first having to translate it into a software project

Proven Results by the Numbers

Just as most consumers prefer to pay their bills digitally, they also prefer a virtual collection agent four times more than speaking with a live agent.* A top-five credit card issuer performed a five-month test between its legacy process and the new process with ACI Virtual Collection Agent as a fully branded part of the card issuer’s website and communications. Some of the results:

- Improved loss-avoidance by $3.1M annually on $50M in delinquent accounts
- 22% of log-ins were outside the call center window
- 18% of log-ins occurred over the weekend
- Reduced related call center expense by 9%
Save Money

ACI Virtual Collection Agent is easy to own and offers unequalled control of the collections process. It guides consumers through scheduling and making payments, eliminating the need for any interaction with live agents.

- Control the content and rules within your collection site using the strategy manager
- Manage your site quickly and without costly engagements with professional services

Simplify Security and Compliance

As part of the ACI Speedpay solution, ACI Virtual Collection Agent can be fully incorporated without adding an additional compliance burden. The solution was developed on collections best practices, financial industry requirements, IT industry guidelines and internet security standards.

The ACI Speedpay solution is continually adding new, innovative and popular payment options to help you drive revenue and satisfy your consumers. For more information on our billing, payment and disbursement solutions, please visit aciworldwide.com/industries/utility.

LEARN MORE

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* ACI customer data