



## Case Study: Telecollection services for a Leading Financial services company

e4e Revenue Generation Services

Celebrating  
**10**  
Years  
2000-2010



# Telecollection services for a Financial services company

## Business Goals

- ⑩ To partner with a service provider who brings in best practices and excellence to collection process and adhere to the SLAs and client's compliance requirements

## Our Solutions

- ⑩ Teams divided based on tenure for calling on various portfolio
- ⑩ Data assigned based on Principle Outstanding
- ⑩ Closely monitoring / tracking performance of pick up agency
- ⑩ Tracking the total Principle Outstanding (POS) collected for the month
- ⑩ Utilization of IVR designed to decrease call volume
- ⑩ ABU ( A, B & under performer ) analysis of agents performance on all parameters

## Outcome

- ⑩ Achieved 93% resolution on Bangalore bucket 0 – Highest ever across all channels
- ⑩ Achieved 88% resolution on Bangalore bucket 1 – Highest ever across all channels
- ⑩ Additional portfolio included – Chennai, Hyderabad
- ⑩ Consistent achievement of targets has given the client the confidence and entrusted us is supporting additional process – Debt Consolidation Unit, Query Resolution, Recovery
- ⑩ Ramped up to team from 18 from start of operations to 86 seats as of date



## SLAs

### Service Levels

- 7.5 hours TOS [Time on system] per agent/day at 195 hours for the month [ based on 26 working days ]
- 70 calls per day/agent to be updated on I-loan [ CF application ]
- Performance targets – 6 months average performance on similar portfolios
- Quality scores to be 75% & above
- Inbound – 80% of the calls to be answered in 20 seconds
- Inbound – calls abandoned should be less than or equal to 3% of calls offered