



CASE STUDY ROUND UP
REVCOLLECT

Revenue recovery and modern collections solutions

How smart collections support
delivers the dollars you're due plus
*CX that keeps customers coming
back*



Unlock hidden value with strategic collections

Uncollected revenue quietly erodes profitability, strains cash flow, and can disrupt service delivery. Whether it's overdue medical bills or unpaid telecom invoices, consistent and compliant debt recovery helps businesses maintain fiscal health while preserving customer relationships.

Organizations that view collections not as a back-office cost center but as a core pillar of revenue management position themselves to thrive in increasingly competitive markets.

This isn't just about chasing debt. Smart collections is about finding new opportunities to unlock hidden value.

The saboteurs of unrecovered debt

The first-party collections process is a critical early intervention that allows businesses to recover outstanding balances before accounts escalate into more costly, adversarial recovery stages — making it one of the most impactful levers for protecting cash flow and reducing long-term credit losses. Handled with the right strategy, early-stage collections resolve delinquencies quickly while keeping customers engaged, loyal, and more likely to continue doing business — turning a potentially negative touchpoint into a demonstration of empathy and professionalism. Partnering with a company that combines data-driven collections expertise with a customer-first mindset ensures that every interaction is handled with the sensitivity and precision needed to maximize recovery rates without sacrificing the trust and goodwill that underpin long-term customer relationships.

Once organizations conquer their collections demons, it becomes clear what led to *unrecovered revenue*:

- ⊗ Lack of self-service, automation, and outreach
- ⊗ Overreliance on costly live customer support
- ⊗ Friction across all channels
- ⊗ Weak training, protocols, and compliance monitoring
- ⊗ Inefficient workflows and excessive transfers that annoy callers and impede resolution



Results

LEGAL SERVICES

Our client's lengthy collections process made it unlikely debt would ever be recovered. TTEC provided skilled associates who handled inbound/outbound calls along with messaging and email support

162%

increase in collections

17X

ROI

COMMUNICATIONS

Aligning with this telco's efficiency, cost savings, and CX goals, TTEC identified automation opportunities and designed a Proactive Solution incorporating AI-enhanced RealSkill bots for collections. Success led to expansion to more LOBs.

50%

debt reduction

\$2.8M

cost savings

Collections solutions that satisfy

At TTEC, we're passionate about understanding the root causes that stifle collections success. We examine and assess the underlying mechanisms of current workstreams and protocols and leverage data analytics to recommend new ways of working, methods, and best practices that deliver results for our clients across all industries.

The critical component is Know Your Customer (KYC): We dissect intents of your target customer, their priorities, concerns — even unexpressed fears — to craft a collections program that meets customers where they are. Our Humanity First approach results in a journey customers actually want to take with you, to resolve unsettled debt and arrive at a destination of better well-being.

How we do it:

Skilled associates trained in negotiations and empathy

Properly trained associates walk customers through payment options to help choose the best fit for them. Interactions are infused with empathy. TTEC's AI-enhanced training bot, **RealSkill**, role-plays with new hires so they can practice their skills — like negotiation and active listening — in a safe space before advancing to live calls.



Enhanced self-serve functions and messaging

Businesses that owe money often want to resolve the debt in the quickest, easiest way possible. Keep it simple with self-service tools available 24/7 across multiple channels. Use generative AI to better meet a customer's specific needs by crafting a personalized payment plan and offering handy self-serve tools like calculators.



Optimized AI and automation

Collections conversations are more efficient and personalized when the right large language models (LLMs) optimize chatbots and IVRs so the customer journey is hassle-free. Fewer technology roadblocks means fewer excuses not to pay.



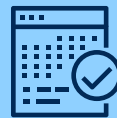
Effective inbound and outbound programs

An up-to-date database ensures associates are reaching out to the correct person. CRMs that integrate with databases make it easy for associates to update customer contact information. That way, when customers interact with multiple associates, each has access to the same information.



Mobile app refinements like reminders and calendaring

Consumers embrace mobile apps — and they expect them to be high-functioning and intuitive. Evaluate your app to ensure it offers a variety of friction-free functions that make it easy for consumers to settle their debts. If you are not sure, it's probably time for an app refresh.



Ready to throw away your
inaccurate scorecards?

Talk to us about how TTEC Perform can work for you.

About TTEC

For over four decades, TTEC has partnered with iconic and disruptive brands to turn customer interactions into meaningful connections. With a global ecosystem of CX experts, we design, build and deliver AI-powered, digital-first customer experiences that span the entire customer lifecycle. Our unique combination of operational excellence and deep technical expertise sets us apart as we work with clients to maximize moments that build trust, inspire lasting loyalty and deliver valuable business outcomes.

Together with our team of architects and builders at TTEC Digital, we integrate data, analytics and AI within the world's leading CX technology platforms to help clients optimize what they already have, integrate what they need next, and achieve powerful business outcomes. Learn more at ttec.com and ttecdigital.com.



100 Congress Avenue, Suite 1425
Austin, TX 78701

ttec.com



linkedin.com/company/ttec



x.com/tteclife