

# CONTACT SAVVY®

Dialing Smarter From the Cloud

Bring your dialer operations to the cloud, and lower costs, raise productivity and enhance compliance with the industry's leading contact management solutions.

# THE INDUSTRY'S LEADING CONTACT MANAGEMENT SOLUTIONS

The Contact Savvy system is a set of scalable, readily available, cloud-based contact management solutions for ARM and healthcare operations of all sizes. Its simplicity and total integration with other Ontario Systems applications gives users, managers and executives unquestionable advantages across their campaigns, with high-volume autodialing, and automated inbound and outbound routing.

Together, those factors add up to smarter, more compliant tactics, higher contact rates, and lower, more flexible cost of ownership, whether you're looking for a low-cost, low-touch solution, or high-touch, highly-compliant manual technology.

It's the only contact management platform that works entirely in concert with the market's leading receivables applications, providing compliance, traceability, transparency and reporting from a single database. As a result, the Contact Savvy software reduces the number of moving pieces in need of coordination and management, reducing risk, and giving you the edge on your competition.



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# AUTOMATED TO YOUR ADVANTAGE

Using sophisticated answering machine detection technology, the Contact Savvy system drastically cuts time wasted by agents listening to answering machines. And with patented Early Media Analysis and Detection (EMAD), the system disposes bad calls faster, and dials your most-profitable accounts as quickly as possible, to lower costs and accelerate overall collections.

In addition, the Contact Savvy software provides the inbound and outbound routing to agents you've come to depend on, with minimal delay between a contact coming on the line, and an agent coming available to speak with them.

Efficient routing and sophisticated answering machine detection technology, in a scalable, flexible package gives you the ultimate engine for working your account inventory as quickly and accurately as possible. Your agents spend less time deciding, and more time speaking with contacts according to your operation's collection strategy. The Contact Savvy technology enables those advantages.



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# PROFITABLE COMPLIANCE IN OUR DNA

Your clients, your government and your industry demand it – That's why compliance is a top-of-mind concern for every receivables and revenue cycle leader. Fortunately, we've been at tables with attorneys, meeting with policymakers in Washington and visiting call centers, hospitals and offices for nearly four decades. We know the compliance environment, we know its practical impact, and we've baked that knowledge right into the Contact Savvy solutions.

Whether your concern lies with the Telephone Consumer Protection Act, state calling restrictions, right-time-to-dial, or financial assistance communication, the Contact Savvy technology gives you the tools to ensure agents treat patients and consumers the right way, down to the letter of the law, mitigating your risk of a lawsuit, and raising patient satisfaction.

Learning the myriad requirements of consumer communication is a full-time job. Keeping up on their evolution and how you translate to technology is another. Our products are built with compliance weaved into their fabric, to give you the peace of mind you need to run your train at full speed, without flying off the rails.



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# REAL-TIME OPERATIVE KNOWLEDGE GIVES YOU THE EDGE

They say knowing is half the battle – But with the Contact Savvy system's dashboarding capabilities, don't be surprised if the knowledge you gain takes you even further. Real-time analytics enable you to track up-to-the-minute performance, allowing you to adjust resources immediately, and react to shifting call environments on a moment's notice.

With the Contact Savvy software, there's no more waiting until the end of the day to look at reports. You get the numbers you need, when you need them, and the added intelligence to take advantage of your operation's agility.

Gain the ability to know when pivoting on a dime nets you a dollar: Having the Contact Savvy solutions on your side means you react faster, collect more, and work through account inventory quicker. Make changes to your operations right away, not tomorrow morning. And bring those advantages to new clients to give yourself the edge.



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# SIMPLICITY FOR OPTIMAL EFFICIENCY

Agents using the Contact Savvy solutions are more efficient because everything they need to handle every call is available in a single application. Fewer buttons to push, fewer screens to examine, and no cutting and pasting means those making contact can focus closely on communicating options and obligations, not searching for linked accounts or account history.

The Contact Savvy software gives your agents the means to work your account inventory as fast as it can be – And faster inventory clearance means faster time to value, and fewer days revenue outstanding for healthcare providers.

Functions as simple as an account screen automatically populating when a call comes through can make a big difference. Help your agents know immediately who is calling and how to help, rather than looking up accounts after the fact. It's a quick change yielding long-term benefit.



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# A DIALER IN THE CLOUD, WITH DOWN-TO-EARTH COSTS

The Contact Savvy solutions exist in the cloud, enabling reduced operating expenses, capital costs, headcount, and managerial overhead. It means no more hardware to maintain and manage. It means your system updates automatically. It all adds up to a lower cost of ownership, and a closer focus on collections over technology.

The Contact Savvy software is your one-stop telecommunications shop. Bringing the solution online with your business means your dialer is now a service that's turned on, available, and scalable to added demand.

We help shops of all sizes save on their communication operations. We help you eliminate unnecessary telco costs. And regardless of your operation's resources, the Contact Savvy technology provides a level of redundancy and failover to keep your business on its feet, no matter the emergency.



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# PROFITABLE COMPLIANCE AT YOUR DISPOSAL

Accounts receivable in 2016 is still a people business. Your relationships matter. And your relationships rely on you finding new efficiencies, and better ways of servicing your customers. That's where profitability lies. It's of the utmost importance for agencies and offices to continue to find new ways to reach consumers, and deliver results.

But what good is efficiency when you find yourself accelerating off a cliff? Compliance is obviously a paramount concern for your business. But mitigating risk doesn't have to mean sacrificing dollars collected. The Contact Savvy solutions can make it a reality.



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# FEATURES

- Assisted manual dialing
- Options for manual, power and predictive dialing campaigns
- Throttle by key parameters (hold time, abandon, etc.)
- Answering machine detection, text-to-speech and IVR on every line
- Fully-blended inbound and outbound dialing campaign support with multiple inbound routes
- Cell phone consent and scrubbing with application
- Credit card number masking when recording agent calls
- Compliance tools to assist with state and federal calling restrictions, including TCPA
- Agent management, including whisper, monitor, barge-in and commander
- Real time dashboarding for agent and campaign management
- Fully integrated IVR for self-cure, off hours and intelligent call routing
- Intelligent, integrated voice recording for compliance and quality measurement
- SaaS-based cloud deployment

