

DRIVING CUSTOMER EXPERIENCE IN DEBT COLLECTIONS

Deliver improved net promoter scores and dollar-per-call results

Learn how Afni successfully transformed our business model while providing industry-leading results.

The Opportunity

Traditionally, dollars per call (DPC), or the average amount recovered in each call, is the key metric for a collections program. However, our client knew that customer experience is just as important in collections as it is in any program and wanted to improve their net promoter scores. Speaking to a collection specialist shouldn't be a stressful experience. Understanding each customer's unique situation and assisting to resolve the account has a higher likelihood of recovery.



