

# Press Release

## **New Ydilo solution for automatic debt collection management**

***Ydilo has launched their innovative solution for voice-based YADMS for instant and agile management of pending debts and associated payments***

Madrid, 29<sup>th</sup> August, 2008.

In the face of a highly competitive market, enterprises must fine-tune their internal processes optimally, and one of these is debt management. Within this corporate business process, a challenge is to manage debt collection efficiently. After an in-depth study of the needs companies must tackle, Ydilo has developed an automatic voice-based solution that facilitates debt collection management allowing companies to notify their customers of their pending debts and to ease these payments.

The YADMS solution enables both proactive and reactive debt notification as well as real-time management of pending payments. Using advanced natural language recognition as well as integration with corporate systems and billing gateways through this new channel, creditor companies offer their customers a new tool for communicating and managing pending payments immediately and easily. This solution also accommodates integration with any (other) corporate system for data retrieval and updates from interactions with customers.

Using this telephone channel for both outbound and inbound calls between the customers and the company enables more agile automatic communication, tracking and debt management actions. Additionally, the YADMS solution leverages this channel even more optimally, thanks to the segmentation and personalization functionalities offered for profiling users, but maintaining the required confidentiality and control over actions.

This solution is compatible with any strategy for customer relationship management services, with Ydilo taking control over all tasks concerning hosting, maintenance and management of the technological infrastructure, allowing client enterprises to just focus on customer management. The solution offers flexible configuration, personalization and integration in the application, enabling this new channel to be deployed as a complement to other channels and strategies for customer management.

Ydilo, as the leading company in automating services with advanced voice technologies, recognizes the importance of enabling effective communication channels between companies and their customers. To this end, by harnessing their broad experience in this sector, the YADMS solution was designed to incorporate a suite of additional features and functionalities to offer companies the best value in leveraging these voice recognition channels.

The companies that deploy the YADMS solution enjoy significant benefits. Amongst many others, of particular note is a significant reduction in costs associated with debt management, freeing up human agents for other related tasks of greater added value. Additionally, outsourcing this automatic service for debt collection management by using the YADMS solution, allows companies to concentrate on, analyzing and monitoring the results, and the associated strategies for customer management.

Just as David González, Business Development Manager at Ydilo, concluded, "The automatic debt collection management service of the YADMS solution is ideal for managing debt that is not too difficult to collect, but one that requires costly resources for following up payments."

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Bringing to a close, he stated, “The results with this solution are very promising. The rate of successful interactions rises significantly, increasing the rate of payments. We have also achieved automation rates in debt collection management of up to 80% for inbound calls.”

The YADMS solution from Ydilo is an innovative tool designed to increase the success rate significantly for managing debt notification and collection in an agile, secure and simple way, offering client companies a new automatic management channel for this business strategy complementing other actions and processes.

### **About Ydilo AVS**

Ydilo AVS is the leading company in solutions for Contact Centres and Managed Services using advanced voice recognition technologies to automate customer care, value-added services and integrating business processes in large organizations.

Since its inception in 1999, Ydilo has been offering advanced voice-based solutions for the main telecom operators and large companies in Europe. These solutions have been internationally recognized on numerous occasions for their high level of quality and usability. Currently, Ydilo operates more than 3,000 ports with natural language recognition attending over 130 million calls annually.

Ydilo has a turnover of more than 10 million Euros annually and the company has offices located at in Spain and the UK.

### **Contacto**

[marketing@ydilo.com](mailto:marketing@ydilo.com)

#### **YDILO ADVANCED VOICE SOLUTIONS, S.A.**

Camino Cerro de los Gamos 1 Edificio 6 – 28224 Pozuelo de Alarcón. Madrid (España) Tel: +34 91 252 84 00 - Fax: +34 91 252 84 48  
Pinewood Chineham Business Park, Basingstoke – Hampshire, RG24 8AL (United Kingdom) Phone: + 44 1256 698 046

[www.ydilo.com](http://www.ydilo.com)