



Collect More with **CallThru**[®]

by Comtronic Systems[®]

Fully Integrated IP-PBX Telephony System

Designed Exclusively for Debtmaster[®]





EMBRACE THE POWER OF FULLY INTEGRATED COLLECTION TECHNOLOGY



Kick Your Old PBX Clunker to the Curb

Are you ready to launch your collection operations into the 21st century? CallThru® by Comtronic Systems empowers your business with the industry's first collection-specific IP-PBX telephony.

Now is the time to eliminate your loosely integrated systems and replace them with a single, seamlessly integrated technology solution.

CallThru helps your business collect more with fewer agents. We've combined all the critical tools that your collection call center will need into one easy-to-use package. Take a peek inside and you'll find an IP-based phone system which features:

- Interactive Voice Response (IVR) for 24x7 messaging & payments
- Intelligent Call Routing (ICR) for incoming call handling
- Agent Monitoring and Call Recording for training & compliance
- Power Dialing for continuous outgoing calls
- Voice Broadcasting for maximum Right-Party connections

MANAGE YOUR ENTERPRISE WITH THE DEBTMASTER SUITE

Debtmaster®
CallThru®
ClientAccess™

FULLY INTEGRATED SOFTWARE: CallThru & ClientAccess integrate with your Debtmaster database for quick installation, seamless operation & rapid data access.

COMPREHENSIVE INFORMATION: Debtmaster with CallThru delivers instant screen pops containing complete debtor information so agents are prepared to connect & collect.

MAXIMUM CALL HANDLING: Intelligent Call Routing schedules a constant stream of calls for agents while Right-Party Verification ensures that debtors are matched with the right agent every time.

SECURITY & COMPLIANCE: Debtmaster with CallThru makes it easy to store recorded calls for compliance monitoring with FDCPA & State guidelines. Data encryption & agent monitoring tools promote security & productivity from any location.

EASY PAYMENTS ANYTIME: Sophisticated Interactive Voice Response technology & Digital Voice Broadcasting allow for 24x7 voice messaging & payment collection.



DEBTMASTER® PLUS CALLTHRU®: THE DEBT COLLECTION TECHNOLOGY DUO

Enjoy Quick & Easy Installation with Painless Systems Integration

The CallThru® IP-based phone system is fully integrated with our award-winning Debtmaster® collection software. Debtmaster provides collectors with a single application to manage debtor information, payment utilities, reporting tools, and documentation resources, all available with a few mouse clicks.

Debtmaster installs quickly to get your business up and running within hours. Activate CallThru and enjoy the simple advantage of an integrated collection system. The SQL Database routes all calls within a fraction of a second to match live agents with debtors and complete debtor information.

At Comtronic Systems we're proud of our Collection Technology duo for its ability to support agencies from small to enterprise with a complete, efficient solution. Whether you're a small office or an agency operating multiple call centers, Debtmaster with CallThru can help your business become more profitable in less time.



COMPLETE CALL MANAGEMENT WITH INTEGRATED IP-PBX TELEPHONY



After-Hours Collections without Staff

Give your business the advantage with CallThru®, the only IP-based phone system created specifically for the Collection Industry. CallThru eliminates your existing PBX system and replaces it with a complete, fully-integrated telephony software package.

CallThru features Interactive Voice Response (IVR) with revolutionary high-fidelity sound quality. The CallThru multi-lingual IVR lets agents use stored debtor data to create custom text-to-speech messaging. Accept payments after hours without adding a single agent to your staff.

With CallThru, agents are equipped with hands-free dialing, inbound screen pops, phone number capture, IVR payments, answering machine handoff, voice broadcasting, and more, all completely integrated with the Debtmaster® account management software. Debtmaster stores all your debtor call data according to users and accounts for easy reporting and retrieval.

Collectors using Debtmaster with CallThru can increase Right-Party connections by as much as 300% no matter where their agents are located. Agent Queues and Power Dialing keep the calls coming in while fully integrated call recording supports agent control, compliance, and training. Agents can connect securely to the central Debtmaster database and work remote from anywhere in the world with nothing more than a PC, internet connection, and USB headset.

“IVR payment options give debtors exactly what they are looking for; 24-hour availability!”

B. Cloud



COLLECTOR WINDOW

ACCOUNT SCREEN POP

CALL LOG

The screenshot displays a software interface with several components:

- Collector Window (Extension 4345):** Shows debtor information for Greg Chapman (ID: 1025, Bal: \$1,386.42, Waring). It includes fields for Name, SSN, DOB, DL, ST, and contact details.
- Promised Payments:** A table with columns: Promise Date, Promise Amt, Paid Amt, and Sta. One entry is shown for 02/01/2010 with a promise amount of \$100.00 and paid amount of \$0.00.
- Supplemental Data:** Fields for Type (Consumer), Lang (ENG), Score (530), and a checked box for Voice Broadcast Attempts.
- Bank Window:** Shows account details for Wells Fargo Bank, including Transact No, Acct No, Name, Address, and Phone.
- CallThru Incoming Call Dialog:** A pop-up window showing "First Debtor ID/Name" as 1001/Joseph Fuller and "Incoming Call Options" with radio buttons for "Present in new window", "Present in current window", and "Decline (transfers to ext 3643)".
- Call Log:** A table showing call history with columns: Date, Connected, Disconnected, Duration, User ID, Extension, Number, Caller ID Name, Type, and Status. It lists four calls from 2009 and one from 2010.
- Account Details Cross-Ref:** A table with columns: Name, Stat, Sev Date, Princ Bal, Int Bal, and Fee Bal. It lists Robert Quincy MD.
- Activity History:** A table with columns: ACT DATE, ACT TIME, USER ID, and COMMENT. It shows various user activities from 2009 to 2010.

INBOUND INTELLIGENT CALL ROUTING WITH INSTANT SCREEN POPS



Make the Most of Every Call

Maximize agent efficiency with CallThru® Intelligent Call Routing (ICR). ICR distributes inbound and outbound calls to quickly match debtors with live agents based on account assignments, languages, needs, skill requirements, and other pre-defined attributes.

CallThru helps agents make the most of every call connection without wasting a second. Caller ID and screen pops are generated for incoming calls to provide agents with complete on-screen debtor information retrieved from the Debtmaster® database. Power dialing delivers an unbroken stream of calls to each agent's desktop to increase productivity (and profitability).

Debtmaster with CallThru allows you to prioritize inbound and outbound phone traffic for smooth, efficient operations. The CallThru Agent Queue and Right-Party Verification ensure that debtors are matched with the right agent every time. Missed promise dates automatically schedule calls for agents to ensure timely follow-up.

BETTER COMPLIANCE & TRAINING WITH INTEGRATED CALL RECORDING & AGENT MONITORING



Protect Your Business & Improve Agent Performance

CallThru® features fully integrated call recording to help you identify and resolve issues before they become a problem. Each recorded call is stored as a compressed MP3 file, which is automatically saved with the associated debtor account in the Debtmaster® database.

Call recording helps you to ensure compliance for all your daily operations. Debtmaster with CallThru makes it easy to store recorded calls for compliance monitoring with FDCPA & State guidelines. The seamless integration of CallThru with Debtmaster allows for permissions-based access to recorded calls and collector feedback, as well as configurable auto-purge features for recorded call storage.

Make training and performance improvement a snap by featuring your best agents in action. With CallThru Call Monitoring and Recording managers can identify and correct performance issues before they become a problem. Showcase star performers as a part of your incentive program and improve consistency among your staff.



**“We use it [call recording] all
day-everyday to record our check
by phone & credit card payments.”**

F. Rupley

MORE CONNECTIONS WITH OUTBOUND CALL MANAGEMENT

“For us, the decision was easy to use technology over hiring more collectors.”

C. Truman



Power Up with Power Dialing

With the CallThru® Power Dialing feature we’ve eliminated the natural procrastination time between calls to help you get the most out of your call center. The integrated Power Dialing system initiates calls from collector work lists and keeps a steady stream of outbound connections flowing to each agent’s desktop.

Why hire more collectors? Your agents will connect more and collect more thanks to the CallThru intelligent IP-based phone system. Improve your team’s performance by eliminating redundant and time-consuming tasks like misdials, waits between calls, and voicemail pickups. The easy Click-to-Dial feature for outgoing calls eliminates manual mistakes, while the Answering Machine Handoff feature lets collectors move on to the next call rather than “wait for the beep.”

Agents who manage high-balance or complex accounts can run Power Dialing in Preview Mode to study accounts before calls are placed. Managers can track agent performance, monitor work flow, and incorporate call activity with built-in Debtmaster® reporting and analytics.

FULLY INTEGRATED VOICE BROADCASTING WITH INTERACTIVE RIGHT-PARTY MESSAGING



Lower Your Overhead & Raise Your Recovery Rates

Why pay more for third-party services? Reduce your overhead while you maximize Right-Party connections with CallThru® Interactive Messaging.

CallThru features multi-lingual IVR plus integrated Voice Broadcasting (also known as Interactive Messaging). By increasing your Right-Party connections with Voice Broadcasting, you can improve agent productivity and boost your recovery rates.

Voice Broadcasting lets agents target debtors with lifelike text-to-speech messages that ask for debtors by name. Debtors can connect with a live agent by pressing a key on their telephone. True connections prompt agents with Debtmaster® screen pops that contain debtor account information.

Unlike third-party vendors, Comtronic Systems does not charge per-connection or per-minute fees. We give you the freedom to run campaigns and manage low-balance or questionable accounts so you can recover the most from your entire debt portfolio.

“With more accounts than ever, CallThru® keeps us ahead of even our largest competitors.”

M. St. John

SEE WHAT TRUE EFFICIENCY LOOKS LIKE

Schedule a Demo & See Debtmaster® with CallThru® for Yourself



Smart business owners rely on Debtmaster® with CallThru® because of its proven track record to increase productivity for debt collection agencies.

Debtmaster is an easy-to-operate, all-inclusive collection software package designed to meet the specific needs of the Collection Industry. By combining easy-access to debtor information with integrated IP-PBX telephony, Debtmaster helps businesses to recover more debt and make the most of every call.

What's more, Comtronic Systems is your one-stop vendor for sales, service, and support. We make it easy for you to grow your business into an efficient and profitable operation.

Call Comtronic® today to schedule your Debtmaster with CallThru demonstration and see for yourself why Debtmaster is still an industry leader after 30 years.

800.414.2814

www.debtmaster.com



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**CONTACT OUR FRIENDLY SALES STAFF
& GET DEBTMASTER® WITH CALLTHRU®**

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**COMTRONIC SYSTEMS
CREATORS OF THE AWARD-
WINNING DEBTMASTER®
FEATURING CALLTHRU®
IP-BASED TELEPHONY**

**Serving the Collections
Industry for 30 Years.**

ABOUT COMTRONIC SYSTEMS

Founded in 1980, Comtronic Systems remains a worldwide leader in Collection Technology featuring the award-winning Debtmaster® collection software. With a 30-year reputation for quality, Debtmaster continues to set the standard for PC-based Collection Technology by adapting to the specific needs of the Collection Industry.

Debtmaster offers a complete package for everyone from small debt buyers to enterprise-level agencies who seek a comprehensive and user-friendly software solution. Business owners can integrate the CallThru® IP-based telephony system with the Debtmaster collection software to help their call centers take more calls and recover more debt. Add the ClientAccess™ web portal to provide clients with on-demand reporting available 24x7.

The Comtronic® reputation for quality and reliability is matched by its record of superb customer service and support. Debtmaster is the all-inclusive collection software available with the convenience of a single vendor. Get Debtmaster and get the confidence which only a trusted vendor like Comtronic Systems can provide.



You've Got to Connect to Collect.

800.414.2814

www.debtmaster.com

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