



SINGLE POINT OF CONTACT (SPOC) CALL CENTER CAPACITY

Due to the CARES Act and other pandemic-related federal actions, banks are managing a surge of calls from borrowers asking about forbearance, repayment and loan modification plans. With unemployment and economic uncertainty at historic highs, those issues aren't going away soon. Altisource® can help you maximize your single point of contact (SPOC) call capacity, increase performance, lower costs and improve customer experience.

HOW WE HELP

We offer call center support through a scalable team of auxiliary call associates and a strategic customer-centric approach that can help you:

MAXIMIZE CALL CAPACITY

Our solutions are scalable and customized, so we can assign any number of skilled, experienced call associates you need to meet fluctuating demands. Our team will act as your brand representatives as they handle inbound and outbound calls routed through our U.S.-based call center.

IMPROVE CUSTOMER EXPERIENCE

Our proactive pipeline management philosophy focuses on integrating our call teams seamlessly with yours. We can handle calls quickly and efficiently, helping increase your customers' satisfaction by reducing on-hold times and dropped calls.

REDUCE INVESTMENT COSTS

Our flexible pricing model helps reduce the fixed costs of scaling your workforce. You also save time and money because we do all the recruiting.

MANAGE ONGOING DEMAND

In the short term, we can act as a “surge protector” for your heavy pandemic-related call traffic. In the long term, we can continue to help improve your performance and keep costs down for all types of calls.

MEET OPERATIONAL COMPLIANCE

Leveraging our trained professionals helps you meet legal, regulatory and contractual requirements and mitigate risks at the state and local levels.



MAXIMIZE CALL CAPACITY



IMPROVE CUSTOMER EXPERIENCE



REDUCE INVESTMENT COSTS



MANAGE ONGOING DEMAND



MEET OPERATIONAL COMPLIANCE

FULLY INTEGRATED SPOC SOLUTIONS

- ⬆ Loss mitigation status inquiries for all programs, including forbearances, repayment plans or loan modifications
- ⬆ Inbound and outbound calls
- ⬆ Balance and transaction inquiries from borrowers
- ⬆ Account product knowledge assistance
- ⬆ Questions pertaining to late payment fees and/or associated fees
- ⬆ Requests for payment assistance
- ⬆ Take payments from borrowers on loss mitigation plans
- ⬆ Provide updates to borrowers throughout a loss mitigation plan
- ⬆ Answer questions regarding a borrower's liquidation review
- ⬆ Acquire additional information and documentation needed from borrowers for retention and disposition options
- ⬆ Any other inbound call types

