



## Multi-Channel Communication in the Temenos Collection and Recovery Modules

The **Genesys** connector provides direct integration within the Temenos Collection and Recovery modules for Genesys Outbound IVR and Text Messaging.

### Genesys Outbound IVR

The Genesys Outbound IVR can be used to communicate with account holders using a combination of fixed voice menus or recorded information. The account holder is then able to provide the financial institution a response by pressing a button on the telephone keypad. Managing these types of communications can be done directly within the Temenos Collection and Recovery modules.

### Key Features

#### Link Dialer Queues to Calling Campaigns

In a matter of minutes, create a dialer queue in the system to determine which accounts should be targeted for contact and link the queue to a calling campaign in Genesys.

#### Define Campaigns

Prioritize calling order and phone number type to define a campaign for maximum effectiveness. Take advantage of setting up campaigns to run at various times throughout the day with different call patterns.

#### Receive Notes Back into the System

Receive notes back into the system for each contact attempt made to an account holder and the result.

#### Using Existing Scripts

The Genesys connector provides five standard scripts already built into the application. Modifying and creating new scripts is simple and easy to use!

### Genesys Text Messaging

Text Messaging through the Genesys connector allows financial institutions to more easily provide information on an account's status through a communication channel that is convenient to the account holder. Like the Genesys Outbound IVR solution, Genesys Text Messaging can also be managed directly through the platform using this connector.

### Key Features

#### Maximize Campaign Results

Enable users to take advantage of multiple channels, like text messaging, to reach account holders and improve overall communication efforts. The Genesys connector allows for a blended strategy, incorporating both Genesys Outbound IVR and Text Messaging, in order to boost the impact of follow up and reminder notifications.

#### Streamline Communications

Communicate over a consumer-preferred channel that is free to the end user so long as they use a supported mobile carrier. Avoid interrupting an account holder's daily routine by providing the opportunity for the account holder to easily respond at an opportune time.

#### Recorded Interactions in the System

Dialogue from Genesys Text Messaging is automatically recorded as a comment on the account. Each attempt and any responses are logged so that collectors can view all past communications quickly and easily.

## Key Feature (Continued)

### Use Existing Templates

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The Genesys connector provides four standard templates in order to produce a better account holder experience and furnish timely information. These templates include: Welcome Alert, Payment Reminder, Basic Collection Alert, and Suspicious Activity Alert. Additional custom templates can be requested to support specific business needs.

## Benefits

### Increase Revenue

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Increase revenue by contacting borrowers in a shorter period of time and enhancing call-to-action steps. Allow the Genesys connector to effectively reach out to the right parties with its full range of automated services.

### Reduce Costs Per Contract

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With the Genesys connector, reduce the cost per contact by having Genesys Outbound IVR or Text Messaging reach out to account holders on your behalf.

### More Volume and Better Results

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Contact more account holders in less time by using the Genesys connector. Expect to receive more right party contacts, improve call back rates and even reduce roll rates.

### Safe and Secure Transmission

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Feel confident exporting and importing files to and from the system with the use of an advanced PGP encryption.

## More Information

### System Requirements

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Version 6.0 or higher must be running in order to utilize the Genesys Outbound IVR within the connector. To utilize Genesys Text Messaging capabilities with or without integration to Genesys Outbound IVR, version 10.31.20 or higher is required.

### Provider Highlight

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Genesys is a leading provider of multi-channel customer experience and contact center solutions. With over 3,500 customers in 80 countries,

Genesys orchestrates more than 100 million customer interactions every day across the contact center and back office. Genesys helps customers power optimal customer experiences that deliver consistent, seamless and personalized experiences across all touchpoints, channels and interactions. For more information visit: [www.genesys.com](http://www.genesys.com), or call +1 888 GENESYS.

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*For more information on the Genesys connector, visit [www.temenos.com](http://www.temenos.com) or contact your Temenos Account Manager.*

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