



**CollectAI**

Collection intelligence. Resolution at scale.

# CollectAI for Collection Agencies

A partner platform for assignments, productivity, compliance, evidence, billing and preferred-agency performance.



**Better proof. Cleaner billing.  
Stronger client confidence.**



# What agencies gain

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A structured workbench to improve productivity, proof, compliance and billing confidence.

- ✓ Clear assignment queues with account context and permitted actions.
- ✓ Daily run-rate, collector productivity and supervisor visibility.
- ✓ GPS proof, call QA, document capture and exception evidence.
- ✓ Validated recovery events for billing, incentives and client review.

## Agency value narrative

Technology-enabled agencies can differentiate through transparent performance, compliant conduct and proof-first execution.



# Agency operating modules

From onboarding to billing review.

## Onboarding

Agency profile, hierarchy, users, geographies and certification

## Assignment workbench

Case queues, priority, actions, SLA and escalation path

## Field proof

GPS, visit disposition, documents and customer feedback

## Tele productivity

Login, attempts, RPC, PTP and promise quality

## Commercials

Commission, incentive, penalty and billing rules

## Client review

Performance dashboards and leakage/exceptions view



# Preferred partner positioning

Use data and evidence to become easier to trust and scale.

- ✓ Prove recovery discipline without spreadsheet-heavy explanations.
- ✓ Support lender audit needs through standard proof and logs.
- ✓ Reduce billing friction with validated recovery events.
- ✓ Improve team performance through transparent dashboards.

## Partner promise

The strongest agencies will be those that can prove quality, compliance and execution reliability.



# Where CollectAI helps daily

Supervisor time should move from chasing updates to coaching performance.

## Morning queue

Priority cases, broken PTPs and high-risk buckets

## Midday control

Attempts, contacts, field progress and SLA risks

## Evening validation

Proof, payment references, disputes and next-day actions

## Monthly review

Client scorecards, billing basis, incentives and penalties



# Agency onboarding information

Collect what improves matching and governance.

## Coverage

Cities, pincodes, language and product strength

## Capacity

Tele seats, field force, supervisors and operating hours

## Experience

Portfolio types, lender segments and recovery stage expertise

## Compliance

Training, QA, grievance and conduct controls

## Commercials

Commission model, billing cycle and penalty/incentive expectations

## Technology

Current CRM, dialer, mobile app and reporting tools



# Recommended next step

A structured discovery discussion can map current gaps, target controls and first pilot scope.

## Profile

who you are

## Scope

portfolio or coverage

## Pilot

first use case

## Plan

30-60-90 days

[sales@collectai.in](mailto:sales@collectai.in) | [info@collectai.in](mailto:info@collectai.in)