About CSS IMPACT

CSS IMPACT is the sole provider of enterprise-grade Financial Ecosystems & Omnichannel Contact Engagement solutions, meticulously crafted to cater to the multifaceted needs of the financial services industry. We excel in unifying and modernizing revenue and payment management systems into a comprehensive, cloud-based financial ecosystem fortified with an array of integrated merchant services. This convergence ensures unmatched financial transparency across every stratum of the enterprise.

In the realm of innovation, CSS IMPACT consistently pioneers cutting-edge solutions. Our standout offering, **COLLECTOR IQ⁺**, seamlessly melds Generative AI and Machine Learning with debt recovery workflows. This empowers system administrators and agents alike with a dynamic, intuitive toolbox of advanced features. Embark on the future of financial management and omnichannel engagement with CSS IMPACT.

Unleash the Future

Transforming the debt collections landscape, **COLLECTOR IQ⁺** leverages Generative AI to orchestrate an entire collections ecosystem with unmatched precision. It eliminates errors, operates at an immense scale in real time, and consistently delivers optimal outcomes. Join us in embracing this groundbreaking transformation.

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COLLECTOR IQ⁺

Discover Flawless Collections

Empower your business with AI for maximum debt recovery and revenue growth

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COLLECTOR IQ⁺

Elevate your workforce with our revolutionary AI-powered collections and engagement suite

Navigating the multifaceted journey of collections, from omnichannel outreach to engagement and compliance, is no small feat. Amidst the dynamics of human elements and ever-evolving technologies, live agents remain the cornerstone of capturing the majority of collections payments. However, their effectiveness varies widely - until now.

Welcome to the future of collections with COLLECTOR IQ⁺

Enter a new world where AI levels the playing field, turning every collections agent into a powerhouse collector. **COLLECTOR IQ⁺** provides AI-assisted strategic guidance for agents during live conversations, real-time debtor sentiment analysis, and compliance checks. The outcome? An elevated performance across your team, leading to errorless collections and maximized revenue.

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▶ **Frictionless Excellence**
Eliminate collection errors with AI-driven tools. Boost workflow efficiency and recovery rates with **COLLECTOR IQ⁺**.

▶ **Building Trust**
Live sentiment analysis and in-conversation AI coaching foster better customer relationships, trust, and debt resolution.

▶ **Outcome Optimizer**
Our suite uses advanced analytics to identify the best strategies, optimizing revenue recovery.

▶ **Compliance Plus**
Beyond meeting regulations, our AI Risk Shield alerts your teams of potential compliance risks in real time.

▶ **Data Dynamo**
Instant conversation summary, real-time KPI tracking, advanced reporting and analytics arm you with the data needed to drive continuous improvement.
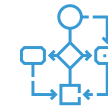

The only all-in-one enterprise collections ecosystem platform

Enterprise-Grade Collections System
Supercharge your debt management with our scalable solution, enabling rapid processing and efficient tracking of billions of debtor accounts.

AI Intelligent Voice & Digital Engagement
Omnichannel consumer contact system with self-service payment portals, Dialer, AI Voice & Chat Bots, ACI, and integrated enterprise SMS & Email broadcasting capabilities.

Generative AI Workflow Creator
Easily design limitless debtor engagement processes, campaigns, and tailored segmentations. Simply type your requirements and let our AI tool build it.

Advanced Features & Integrations
Powerful, customizable, seamless system integrations coupled with an analytical rules-based data warehouse and an enterprise-ready compliance system.