

We're the leaders in hosted dialing and communication services for a reason.

Make that two reasons:

THE TECHNOLOGY

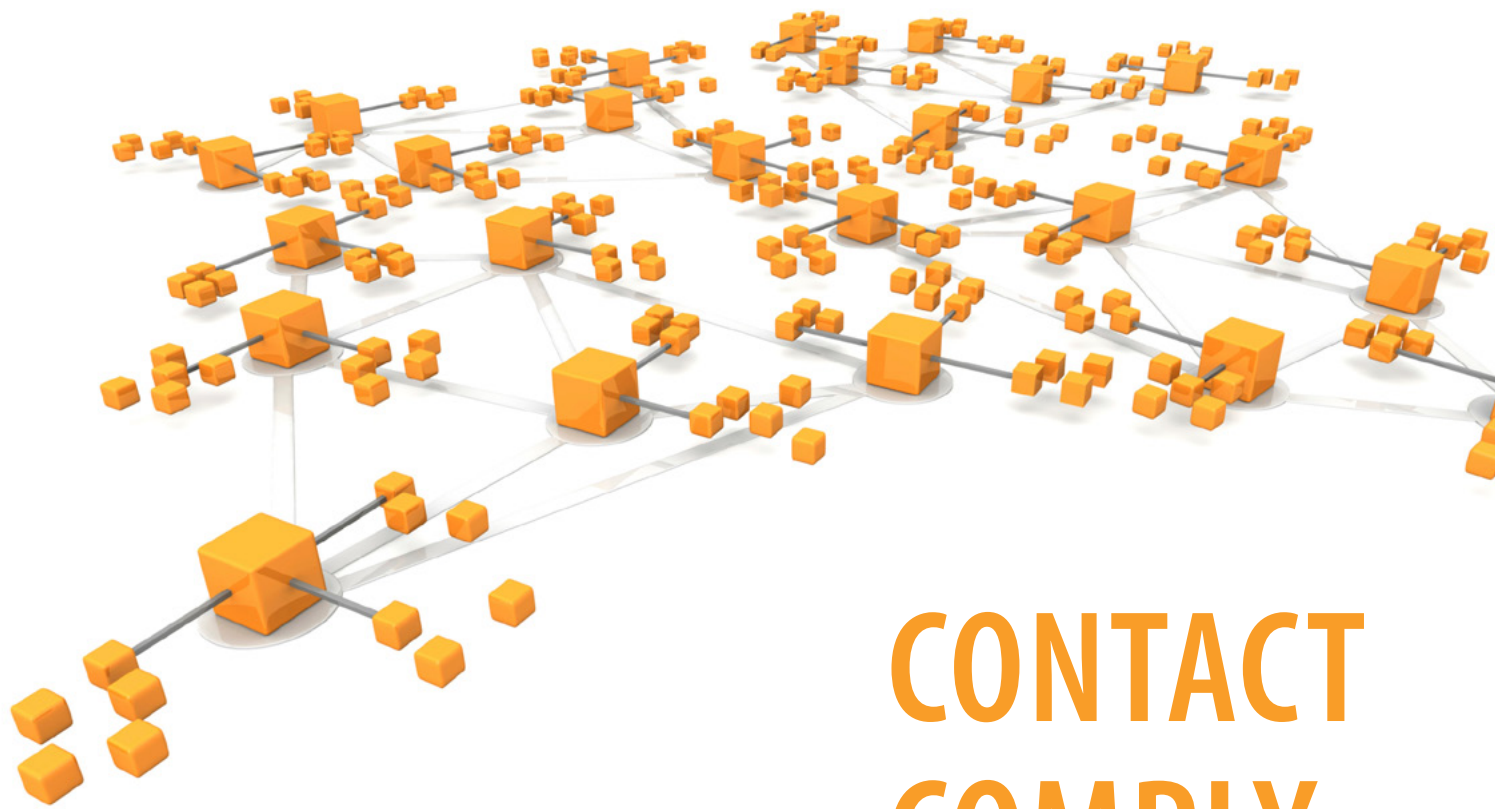
For more than a decade, Global Connect has helped the credit and collection industry find new and innovative ways to assist client partners in driving revenue and increasing profits. Global Connect offers the state-of-the-art features that make it faster, easier and more cost effective than ever to contact, comply and, ultimately, collect.

What truly sets Global Connect apart from other hosted dialing and communication services companies, however, is our ability to develop customized solutions. The company is continually evolving, developing new features and hosted dialing platforms based on the feedback and requests of our clients.

THE PEOPLE

At the heart of Global Connect's ability to adapt, to evolve, and to customize is an outstanding team of knowledgeable professionals. We recruit the right people, and we work hard to keep them.

The result for us is an employee turnover rate of less than 2%. The result for our clients is that whether they are meeting with a member of our outside sales team or speaking with a customer service representative about a new system feature, they are working with people who share Global Connect's commitment to excellence.



CONTACT COMPLY COLLECT

GLOBAL CONNECT

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CONTACT

From Agent Portal to Hello Connect, Global Connect offers the state-of-the-art features that help agents spend their time more efficiently, while helping managers track and improve productivity.

SCREEN POP CONNECT

Agents can receive a simultaneous screen pop containing information such as debtor name and account number as a call is transferred to their workstation.

HELLO CONNECT TO AGENT

All live answers are instantly connected to the collection floor, eliminating the need for the debtor to press a hot key for a live transfer.

CUSTOMIZED CALL LIST SORT INTERFACE

Call List Sort Interface now allows clients to sort or organize their call list in any order they desire using their data fields.

BEST TIME OF DAY REPORT

Agents can easily determine the best time of day to reach contacts, allowing for more strategic dialing and increased efficiency.

ADDITIONAL FEATURES

EMAIL BROADCASTS

SMS TEXT MESSAGING

SKILL BASED / AGENT PRIORITY CALL ROUTING

AGENT TALK-OFF RECORDINGS

RATE OF DELIVERY CONTROL

CALL LIST MAPPING MODULE

TASK INTERVAL SCHEDULER MODULE

MODIFIABLE HOLD QUEUE

COMPLY

The security of the Global Connect system makes it easy to meet the strictest of privacy regulations, while embedded compliance features help clients abide by federal and state call restrictions.

SYSTRUST CERTIFICATION

The SysTrust seal, awarded by the American Institute of Certified Public Accountants (AICPA), attests that Global Connect's systems and practices have been verified to be operating reliably with regard to information security, availability, processing integrity, and confidentiality.

SECURE FILE TRANSFER AND STORAGE

Secure storage and networking platforms in Global Connect's United States and Canadian data centers allow clients to comply with applicable privacy laws.

COMPLIANCE MODULE

Set pre-defined 24, 48, and 72-hour call scrubs based on connected calls and allows end user to set total number of attempts, call time curfews by state, and area code/zip code scrubs.

CALL ATTEMPT COUNTER

Exclude a particular number from the call lists once it has reached the maximum number of call attempts within a given time frame.

ENHANCED FTP FEATURES

Receive selected e-mail confirmations regarding file upload and processing, as well as file contact size.

ENHANCED PHONE NUMBER SCRUB

ENHANCED CELL PHONE SCRUB

COLLECT

With Global Connect's robust features, clients can improve their productivity, while ensuring their compliance. With our real-time, customized reports, clients can determine immediately just how well their agents and their campaigns have done – or, actually, how well they are doing.

ENHANCED ADMINISTRATOR DASHBOARD

Monitor agent productivity and performance metrics through Global Connect's Agent Portal Administrator Dashboard

DEMOGRAPHICS ANALYZER

Sort campaigns by certain demographic data resources such as income level, home ownership, crime rate, and education level.

CAMPAIGN REPORTING DASHBOARD

Quickly monitor the status of running campaigns, ranging from type of campaign to key performance indicators, with drill down functionality to the individual campaign level.

REPORT MANAGER

Review performance indicators such as detailed information per talk off, cost per live delivery versus machine delivery, penetration rates, success/talk-off rates, and other key metrics.



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