



## KEEP REVENUE FLOWING, KEEP CONSUMERS LOYAL

### EXPERT CONTACT CENTER SOLUTIONS TEAMS:

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- ▶ Trained problem-solvers who guide consumers
- ▶ Every consumer relationship is treated as if it were our own
- ▶ Enhance long-term relationships through informative, empowering interactions

### RESULTS-DRIVEN APPROACH:

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- ▶ Forward-thinking contact strategies that reach millennials to seniors
- ▶ Transparent reporting, including an online dashboard
- ▶ Ongoing contact center performance checks and quality assurance
- ▶ Data-driven analytics and insights to enhance program performance

### Investing where it matters most

Leading companies know that positive, well-crafted consumer interactions translate into stronger brand loyalty and long-term business. A high-performing contact center team helps bring this to life. However, managing an industry-leading contact center takes an investment in time and resources. Many businesses find that outsourcing this function allows their staff to focus on more strategic activities. Companies just need to find the ideal partner.

When organizations find the right business partner, good things happen — increased profitability, risk minimization, and improved consumer relationships.

### A contact center rooted in consumer care

Waypoint's contact center team engages consumers with a consultative, tailored approach that leaves them feeling valued. At Waypoint, we have established a consumer-focused culture that delivers results.

**A personal touch:** We treat all consumers with respect and integrity, regardless of account status.

**A problem-solving approach:** We deliver excellence and provide valuable guidance to help consumers get back on the right financial track.

**A culture of transparency:** Each consumer engagement is monitored and recorded. Waypoint delivers full transparency when it comes to reporting and performance.

**An opportunity to educate:** Our contact centers work with consumers and educate them about their unique financial situation. We use a soft-skilled approach that helps consumers feel more informed.

Waypoint's contact center teams are trained in active listening. We help consumers find the best solution for their needs.

### COMPLIANCE CHAMPIONS:

- ▶ Continuous, comprehensive training in federal and state laws and regulations
- ▶ Ongoing mentoring and coaching on compliance and performance issues

### FLEXIBLE, SCALABLE OPERATIONS:

- ▶ Multi-channel contact support: Phone, mail, email, and web chat
- ▶ Easy integration and rapid scale-up
- ▶ Leading technology and services tailored to business needs and portfolio segments

### Compliance is in our DNA

Waypoint's staff completes extensive and ongoing training on federal and state laws and regulations. By using Waypoint services, companies can lean on our compliance expertise and reduce their own business risk.

Businesses can rest easy knowing that Waypoint's security processes are government-grade and maintained according to NIST and FISMA requirements.

### State-of-the-art technology building blocks

Waypoint has invested in leading edge hardware and software and adopted industry best practices to enhance performance and give our customers peace of mind. Our advanced data center ensures we have the tools to offer a high level of customer service while remaining in compliance with data security regulations and information technology standards. Waypoint's technology platform provides real-time reporting and rapid program scalability.

### Best-in-class facilities

Waypoint's fully-owned 200,000-square-foot building was designed with contact center operations and security in mind. Our call center floors are clean, contemporary, spacious, and relaxed. The contact center environment establishes the ideal setting for our agents to do what they do best — build relationships by providing trusted guidance that help consumers get back on track.

**Bottom line:** Waypoint helps preserve the consumer relationship while keeping the revenue flowing. Come tour our facility, and let us show you why Waypoint is a better direction for contact center solutions.

**CONNECT WITH  
WAYPOINT**

*Build strong consumer relationships with Waypoint.*

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**ABOUT WAYPOINT:** Waypoint Resource Group is a 100% US-based company and a member of the Trellis family of companies. Waypoint provides multi-channel accounts receivable management solutions to businesses in a variety of industries including automotive, utilities, healthcare, banking, and telecom/cable/satellite. Trellis Company has nearly 40 years of successful experience in accounts receivable management as a federal loan guarantor. Waypoint draws from this experience and heritage to deliver results that improve revenue flow and recovery as well as safeguard consumer relationships.

