



Founded in 1997 by Goran Samojlovski and Gary Clark, Active TeleSource is an industry leader in outsourced customer care. Our management team uses their significant experience in contact center operations and technology to develop customized solutions that meet our clients' needs. Our clients value quality, compliance and true customer satisfaction—just like we do.

“Our clients want to grow, educate, and retain their existing customer bases. Our business directly helps you achieve those same goals.”

### **Our Clients Include:**

- » Gas & Electric Utility Companies
- » Financial Services Companies
- » Healthcare Services Companies
- » Sustainable Energy Organizations
- » Municipalities and Government Agencies

We've built a workforce of dedicated agents in the beautiful state of Oregon. They're prepared to meet new challenges and enable growth opportunities for your company. In addition to receiving client-centric training and development, our employees benefit from a modern work environment coupled with a very competitive compensation package, elevating morale and creating an industry-leading retention rate.

### **Our Services and Solutions**

With two expandable locations and more than 150 employees, Active TeleSource can manage your peak season overflow calls, your primary customer care, and your special projects and retention services. Within weeks, our team of highly skilled and motivated agents can be trained to take calls from the queue in a knowledgeable, professional and seamless manner. To your customers, we're always you.

### **Our Premier Customer Care Programs:**

- » Move in/Move Out
- » High Bill Calls
- » Early Stage Receivable Management
- » Payment Plans
- » Balance Transfers
- » Debt or Card Consolidation
- » Pre-Service Interrupt
- » Call Ahead/Courtesy Reminder Calls

# “Your Voice, Your Customers, Our Agents”

“When Active TeleSource agents answer calls for our clients, their customers never know the difference. That’s the way it should be.”

## The BizMatch Solution

### A Proven, Cost-Saving Solution for Your Peak Call Season

Energy and gas utilities across the nation face seasonal challenges to meet their service levels while providing quality care to their customers—some hit their peak in the summer, others in the winter. Active TeleSource has solved this dilemma with the BizMatch solution.

This unique formula matches the needs of a hot-state utility with those of a cold-state utility by allocating resources when each utility needs them most. Imagine it as your own full skill-set trained, dedicated workforce that is ready to go live when your peak season begins and ready to move on to another utility when your peak season tapers down.

With BizMatch, Active TeleSource does the seasonal heavy lifting, providing dedicated service agents that are trained to your specifications, helping you avoid costly measures such as procuring new hardware, adding cubicle space, managing security badges, buying costly software licenses and spending additional time on human resources issues. Our experienced, professional leadership team manages all of these processes.

### A Seasoned Team of Professional Agents

We don’t use temporary contractors. While our agents might only be allocated to you on a seasonal schedule, they are full-time employees of Active TeleSource, providing seamless, professional support for your customers . We have successfully interfaced with systems and software such as Banner, Vertex, SAP, FiServ, and TSYS, as well as numerous, in-house developed legacy applications .

When it’s required, our agents are screened and documented in accordance with industry-specific protocol such as the Pipeline & Hazardous Materials Safety Administration’s (PHMSA) guidelines..

### Real People, Real Time, Real Solutions

We know the majority of people want to speak to a live person on both inbound and outbound calls. Studies show organizations that provide many ways for customers to contact them score higher on customer satisfaction surveys.

With the advent of inexpensive solutions like outbound Robo-calls or exclusively IVR-driven customer service hotlines, some organizations have failed to offer a well-rounded suite of services to meet the changing needs of today’s informed customer. While an IVR solution can be a great option, it does have limitations. Organizations need to evaluate the true impact of frustrated customers, unresolved issues, and dropped calls from their calling queues. BizMatch enhances customer satisfaction by combining trained customer care agents with appropriate technology and oversight to significantly improve overall service levels, both of which have contributed to award-winning ratings and compliance for our clients.

Our BizMatch offering is so flexible that our clients can dictate their level of participation and oversight in the program. Some clients send a team to our facility to provide hands-on training, while other clients train us to train our customer care agents.

## We Offer Complete Transparency

Your leadership team will have full access to all quality control functions including call monitoring and immediate feedback at our location or we can offer real-time remote access from your location.

### **BizMatch Key Components:**

- » Customized, Client-Centric Metrics Reporting
- » Full Compliance To Client-Specified Policies & Procedures
- » Customized Quality Assurance Programs
- » Call Recording Capabilities
- » Automated Notice Generation
- » Real-Time Remote Access & Call Monitoring
- » Full Skill Set Trained Agents

## InterActive Payment Solutions

Active TeleSource has facilitated more than one million payment transactions for our clients via telephone and Web with InterActive Payment Solutions. Once a payment is transacted, an encrypted electronic confirmation is sent to our client, significantly reducing the number of shut-off notices and costly disconnections previously experienced. InterActive Payment Solutions is straightforward for customers to use, and results in the highest transaction accuracy since it does not rely on agents to document sensitive checking, debit or credit information—the customer is solely responsible for entering information into the IVR or Web application.

InterActive Payment Solutions can easily be customized to meet your needs and compliance standards, regardless of your location or industry..

### **We Offer Four Primary Options:**

- » We can add an IVR phone pay to an existing Web feature by interfacing with your existing merchant banking platform.
- » We can create the architecture for a Web and IVR phone interaction with your CRM software and your existing merchant platform.
- » We can build the entire infrastructure for your customer interactions including phone and Web payment options. In addition, we can provide the merchant banking piece if you do not have one.
- » Both our IVR phone pay and Web pay solutions may be branded to your company or outsourced as our third-party solution. In those instances, customer-paid convenience fees can be an option.

Soon after they began using InterActive Payment Solutions, a client reported that they had reduced unnecessary payment verification callbacks to their customer care center by more than 150 calls per day, a cost savings of nearly two full-time employees.

### **InterActive Payment Solutions Key Components:**

- » Immediate Notification of Authenticated Payments to You and Your Customers
- » Customizable Reports
- » Encrypted, Electronic Transmissions
- » Daily Transfer of Funds to Your Financial Institution