experian™

PowerCurve® AIVA for Collections

Automate multiple customer conversations with our Artificially-Intelligent Virtual Assistant

Customers demand the right level of engagement. In fact, 89% of consumers say they have stopped doing business with a company after a single poor customer experience. They have come to expect a seamless interaction with technology, allowing them to access the products and services they desire, when they want and how they want.

Experian is committed to helping businesses deliver high service levels and customer satisfaction when interacting with customers. 'AIVA' (the Artificially-Intelligent Virtual Assistant) closes the communication gap with customers, providing businesses with the missing link between digitalisation and automation of the collector-debtor dialogue.

This is achieved by introducing a 24/7 venue where consumers can login and start a discussion with AIVA. Multiple channels are supported such as Messenger, Viber, or a Web-widget available on your websites (e.g. an internet banking page).

Through dialogue with AIVA, customers can quickly understand what their arrears are and take the necessary steps to manage their outstanding debt.

They can create promises to pay, arrangement/payment plans, make payment online, set reminders for payments due, request help, update their contact details and much more.

This all occurs in real time, with the virtual assistant capturing all actions, communicating and updating the PowerCurve platform via a secured interface.

AIVA can simultaneously manage 1000 customer conversations, providing a unique experience for each one in over 70 languages.

This facilitates the redeployment of more expensive human resources to more complex cases with greater risk of default or lower probability to pay, further increasing collection rates and reducing costs.

Key features:

- **Real-time integration** with PowerCurve Collections and fully adaptable to business processes and guidelines

- **Always available, always learning, always compliant** with standardised, consistent responses eliminating human error

- **Best in class AI technology** delivering meaningful conversations utililsing the latest Natural Language Processing (NLP) and machine learning techniques

- **Multi-lingual support** automatically detecting and conversing in over 70 languages

- **Improved customer service** allowing customers to assess and make arrangements around the clock

- **Fast response times** of 2-4 seconds maintain customer engagement levels

- **Decreased operating costs** by automating hundreds of concurrent customer conversations, allowing human resources to focus on more complicated cases

- **Scalable platform** allowing businesses to invest incrementally in line with their growth strategy, delivering fast ROI

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Key benefits:

- Enhanced, convenient and enjoyable customer experience

- Increased debt recovery

- Higher collections efficiency

- More productive conversations

- Optimised cost to collect

- Compliance with regulations

- Faster return on investment

Making the complex simple to understand

Data is a competitive asset for businesses. You can't make decisions without it – from growing customer relationships to adding new services or protecting against fraud.

At Experian, we unlock the power of data to create opportunities for consumers, businesses and society. Managing and safeguarding the largest and most diverse data repository in the industry means we can provide the answers you need for faster, confident decisions. Over 3,000 technologists and data scientists around the world use technology, analytics and insights to create meaning out of all that data. The end result? Make each transaction safer and more profitable. And strengthen customer trust and loyalty.
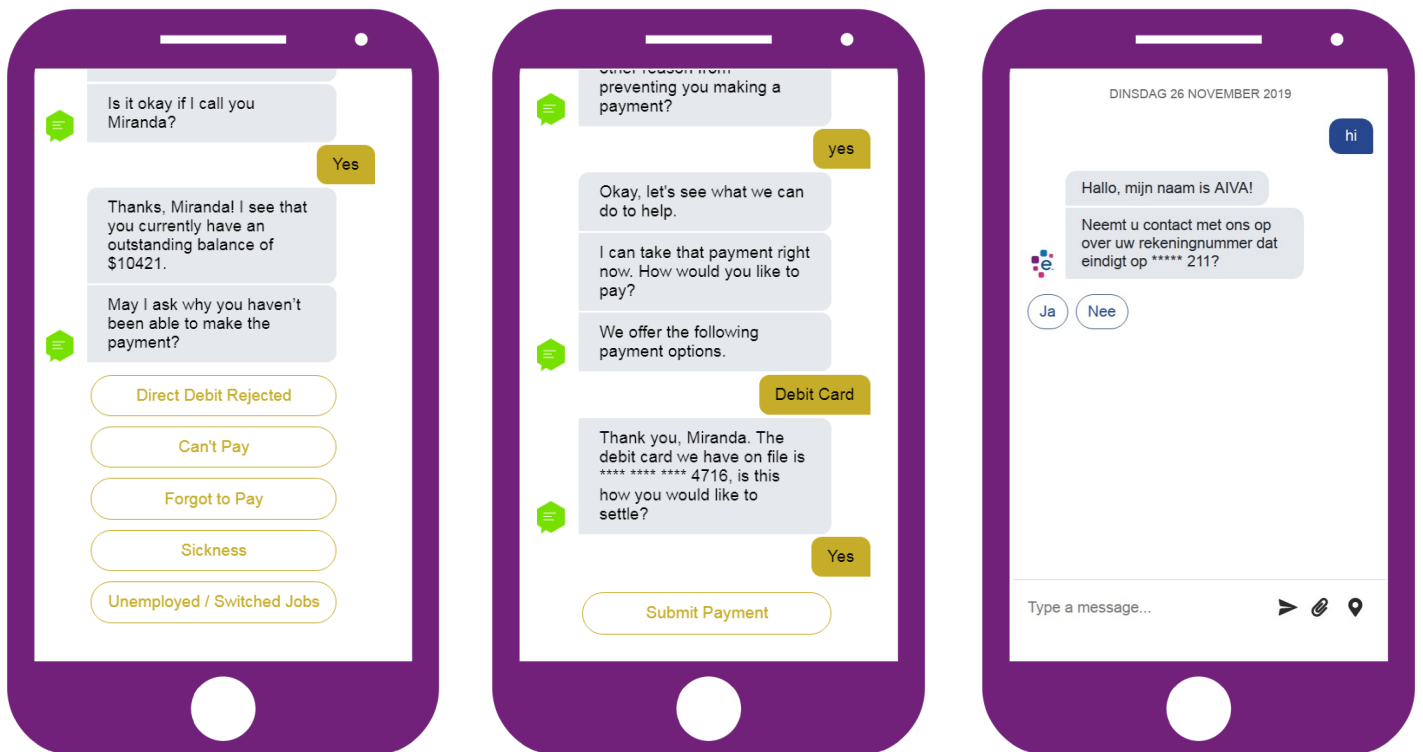
This is an example of the AIVA chat service. You can change the look of this to match your brand and we can support over 70 different languages (English and Dutch shown here)