Bryant Hodge & Associates LLC: SMS Texting & Predictive Dialing

Company Background

Bryant Hodge & Associates LLC is a collection agency dedicated to helping consumers and creditors bridge the gap without the process of civil court. They are committed to fully explaining why you owe the money and coming up with the best plan for both parties. There are several reasons why consumers fall behind and in some cases throw their hands up and otherwise get into financial hardship. Whether it's the loss of a job, downgrade in income, death of a loved one, sickness, age, accidents, divorce or other hardships. We understand that sometimes things happen that are beyond our control. In these situations we can't always meet the financial demands that we have committed to. We here at BHA LLC know that despite these hardships most people want to pay their bills. It's our job to bridge that gap and come up with a plan that the consumer can stick to and the creditor can accept.

The Challenge

Bryant Hodge & Associates LLC had a cumbersome debt collection recovery process in place that used out dated telephony equipment agents were using to manually call people. Knowing there were automated methods for reaching out to people, Bryant Hodge & Associates LLC started looking for a viable solution. Many solutions available online had the bits and pieces of what they were looking for, but they needed an all-in-one solution that has the ability to integrate with their pre-existing debt collection software.

The Solution

With a simple CSV (Comma separated values) file export they can import their creditors into the Voicent system for SMS texting and Predictive Dialing. Once imported, simply start a broadcast. Live agents would log in to the Voicent Dashboard to handle the Predictive Dialed calls, collecting SMS opt in information, or sending information via SMS text within seconds if needed. Automation of Voicent software allowed their telephone numbers to be automatically dialed, and to have the live answered phone calls automatically connected to a live agent with a script. Voicent's system will automatically disposition the failed numbers, bad numbers, disconnected numbers, and answering machines. From using regular telephones to automation, we have not only quadrupled our call volume, but our agent efficiency is higher than ever. We plan to integrate Voicent's IVR Studio for even more automation, as well as the workflow system Voicent provides to automate text messages and emails based on the disposition of a call.