



# Debt collection: what about human intervention?



Automated

Sms (The Ring Ring company)



Automated+Human intervention

Sms (The Ring Ring company) + inbound call (IPG, transferred via sms)



Human intervention (inbound)

Inbound call (IPG)



Human intervention (outbound)

Outbound call (IPG)

1. Prevention
2. Amicable settlement





# Ring Ring

**DELIVERING CLOUD COMMUNICATIONS**

• SINCE 1991 •

# Key Figures



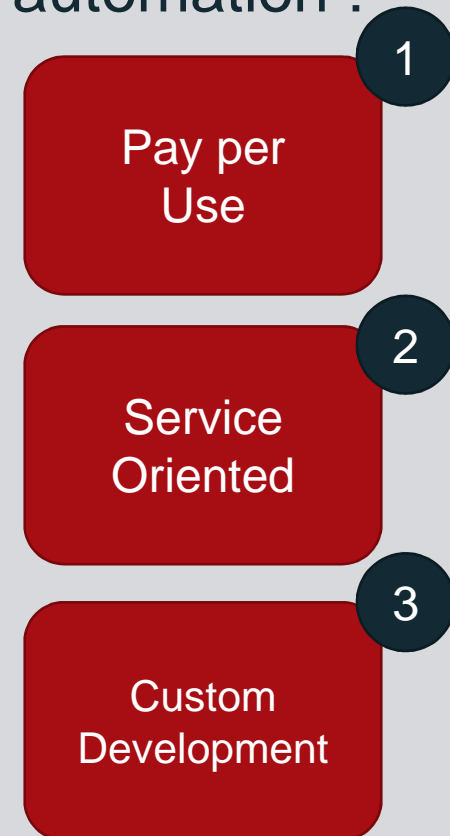
- Belgian company founded in 1991 & active in Europe
- More than 300 active clients in 2015
- Service Level Agreement 99,95%
- Capacity for more than 1.000 calls per minute
- Capacity for more than 10.000 SMS per minute
- More than 65.000.000 transactions in 2015 (SMS, call or email)

# Key Strategy



RingRing is specialized in the development and integration of interactive telephony (Voice), mobile solutions (SMS) and Transactional E-Mail automation :

- Companies willing to automate & improve their Customer Relationship.
- Communication professionals and media willing to use the phone as their communication channel.



# How we automate interactions?



Secure IT  
Infrastructure

One-Time  
Password

Crisis  
communication

Automate  
Processes

Alerts &  
notifications

Payment  
Reminders

Appointment  
reminders

Shipping  
Alerts

Contract  
Reminders

Support  
Marketing  
Initiatives

Contest &  
voting

Satisfaction  
survey

Automated call  
campaigns

Direct  
Marketing

Enhance Customer  
Experience

Self-service  
Voice & SMS

Cloud Call  
Centre

VoiceXML