

TSI's operations team has consolidated our dialing effort to increase our production through the scale of the operations organization. In the past TSI would dial inventory in a segmented manner and now we have shown a significant increase in collections performance by pooling the segmented inventory into a consolidated dialing campaign producing 2x the amount of dials per hour. Our clients are seeing their placements receiving more phone calls with the same operations headcount. Operations continues to look for opportunities to consolidate our dialing campaigns to drive increased production resulting in maximum liquidation rates.

Dialing Methodology

TSI has constructed comprehensive dialing campaigns that pool resources to maximize dial through rates, generating more contacts and conversions on high-scoring accounts.

Legacy Approach

Portfolio 1 Collectors 10 Dials / A. Hr 12	Portfolio 2 Collectors 3 Dials / A. Hr 3	Portfolio 3 Collectors 7 Dials / A. Hr 8
Portfolio 4 Collectors 2 Dials / A. Hr 2	Portfolio 5 Collectors 8 Dials / A. Hr 10	Portfolio 6 Collectors 5 Dials / A. Hr 5
Portfolio 7 Collectors 15 Dials / A. Hr 15	Portfolio 8 Collectors 15 Dials / A. Hr 15	Portfolio 9 Collectors 5 Dials / A. Hr 5

Collectors: 70

Total Dials / Agent Hr: 75

Myth: Segmented campaigns allow collectors to focus on and deliver superior results on each portfolio.

Large-Scale Dialer Pool

Portfolios 1-9 Collectors 70 Dials / A. Hr 150

Collectors: 70

Total Dials / Agent Hr: 150

Fact: Segmentation is inefficient. Pooling resources results in higher dial through rates and more contacts.