genius
software solutions

unlock the potential of compliance excellence and build lasting trust with our innovative solutions

Our Approach

Genius was established in 2009 after our own experience of running contact centres in the debt and outsourcing industries for many years. During this time, we worked with various software vendors, often with much frustration and costs that always exceeded expectations.

We wanted to turn all that upside down and cause a little bit of disruption in the market. So much so that we were in 'The 2015 Everline Future 50' as one of the most disruptive businesses.

What We Offer

Commpli:
Our cloud-based omnichannel customer interaction platform with a single web-interface and a built-in softphone allows for comprehensive management, configuration and real time reporting for unlimited users.

Adept:
Our collections, payments and asset-recovery platform for office & field based operations with multiple PCI-compliant payment options.

Why Choose Us

Once you join the genius family, we work with you throughout our relationship to ensure we are providing the best support possible, with reliability and system availability as standard.

We value a partnership approach with our clients, understanding that their growth is essential to our own. By helping our clients expand, we strengthen our product offerings and achieve shared success.

Compliance Centric

Compliance is at the heart of what we do, and our software has the superior functionality to support this.

What Makes Us Different?

We've been in your shoes:
Our core team of "geniuses" worked together at previous businesses, specialising in debt and business process outsourcing.

All-Inclusive

No set-up or 'professional services' fees; all charges are covered with our 'all-inclusive' agent fee.

Flexible Commercials

No contractual duration or minimum agent commitments; flex up, or down, on a monthly basis as your business evloves with Genius.

Get In Touch

+44 141 280 0275

sales@geniusssl.com

www.geniusssl.com

Our Adept platform is a customer management tool for managing and executing your debt collection, recoveries and payment strategies.

Adept can be used in-house as a customer management and collections tool, or within commercial debt outsourcing to manage strategies and payment commissions for each of your individual customers.

Our Client Account structure allows you to configure different charging/commission rates for each customer and segment/service within this.

VIEW ONLINE

Adept is integrated with our customer contact solution via the Commpli API's so that you can seamlessly manage your contact strategies and workflows across all channels.

FUNCTIONALITY

customer/contact

Customisable, contacts/parties, party-profiles with affordability calculator and built-in softphone.

history

View all historical actions, open actions and add/update actions.

vulnerabilities

Historical vulnerabilities/events, bespoke capture for all types of data and automation options.

complaints

Timescales, cost, root causes, automated cust. contact and ombudsman escalations logged.

ledger

Full ledger: Credits, debits, invoices, payments, reversals, adjustments. Commision rates, transaction history and data-source importing.

worklists

The heart of automation within Adept; document production, action-based, manual-review, dashboard for daily tracking and permission-based options for access management.

CONFIGURATION

global

Documents:
Set up all your master letter/e-mail/SMS templates. Client specific or with merged paramaters.

Worklists:
Create the worklists you need to facilitate your operational needs. Typically part of your workflow design.

Actions:
Create common and client-specific actions. Scan the QR code for more.

client config.

Set-up:
Effectively a mini-CRM for each of your clients; all top-level info.

Accounts/Services:
Within the top level client, you can add client accounts and services to form a 2 or 3 level structure.

Charging/Commissions:
Add fee-structures to the top-level client record, then assign them within each client account.

Workflows:
For each client or segment, design your strategies using our easy to use workflow tool.

Actions:
Define what actions and reason codes can be used and the automation behind them.

PAYMENTS

agent payments

Agent guided DTMF (masked) payments, where the customer stays on the line and the agent talks them through the secure payment process – these can be one off card payments or continuous-authority regular payment plans.

online

SafePay link to pay can be embedded within your communication providing your customer a unique link to pay securely online.

ivr

Self-serve IVR (Interactive Voice Response) payment lines covering full ID&V and payment authorisation.

+44 141 280 0275 sales@geniusssl.com