



Digital Marketplace | G-Cloud 15



allpay Automated Engagement Solutions; Powered by Voicescape

Service description

Collections

The Collections solution helps to maximise the effective use of housing officers' capacity by eliminating the time spent on call preparation and dealing with abortive tasks. It delivers powerful results by changing costly and ineffective outbound calling activity into high-quality inbound calls to maximise tenant engagement for rent arrears collection. By taking an automated approach, it sends tenants an interactive request for payment, with the option to speak directly with an operator before being transferred directly to the team, thus, maximising the rental income collected whilst reducing the overall cost of collection.

Compliance

The Compliance solution seeks to accomplish two key operational objectives; meeting legislative requirements around essential routine safety checks, and significantly mitigating the cost of missed appointments due to 'no-access'. Compliance engages tenants who are due visits, appointments and inspections, offering landlords the opportunity to completely automate the booking, confirmation and re-booking process.

It delivers measurable benefits by either eliminating outbound calling activity or changing it into inbound calls. This automated approach can be configured to either advise a tenant of an appointment and request confirmation, or invite them to schedule an appointment with an advisor at a time to suit them. This process serves to maximise the number of appointments scheduled whilst reducing the volume of manual interventions required. It also decreases the number of missed appointments by involving tenants in their appointment booking process, thus building trust and satisfaction.

Feedback

Feedback helps landlords to get a clearer picture of how tenants feel about the services that are being delivered, creating a more responsive approach to managing any dissatisfaction that arises. The feedback gathered drives operational improvements in a way that just cannot be achieved using traditional sampling methods. The whole application is scheduled to operate automatically and in real-time by delivering one simple automated phone call, for every responsive repair. It provides instant feedback on what customers think about the repairs service, and business intelligence on the performance of repairs operators or contractors. This provides the opportunity to instantly resolve any issues with both customers and contractors. Levels of customer contact can be optimised through time-of-day call routing within the Managed Service Platform.

Voicescape have a purpose built Feedback module to support the new Tenant Satisfaction Measure legislation in the sector.

Wellbeing

Landlords with Supported Living schemes will understand the resource pressures faced by adult social services. Voicescape's award winning Wellbeing solution helps social landlords to free capacity allowing them to better engage with residents. In partnership with our clients, Voicescape identified that significant resource is tied up in mundane, low-value activities that could be better invested in directly tackling the challenges of providing these specialist sheltered housing services on a reduced budget. Up to 25% of an Independent Living Coordinators (ILC)/Housing Plus Officer's time can be taken up with daily check-in calls. By using automation technology, Voicescape Wellbeing reaches all residents at their preferred check-in time, through their chosen method of contact helping to identify when residents require assistance. Not only does this free up to 25% officer capacity, but through our notification services and secure web portal, helps to allocate resource more effectively.

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Engage

Engage is a highly configurable and scalable solution designed to deliver powerful results. It turns costly and ineffective outbound calling activity into productive inbound calls or actionable insights. Engage is ideal for contacting large numbers of people for non-transaction-based feedback and welfare checks that don't suit self-serve, and information-only campaigns such as NPS scores, consultations and digital inclusion. Once running, our automation platform sends calls or text messages to customers who require contact or feedback. This enables offices to tailor their focus and spend more time engaging with tenants who require manual intervention, driving positive outcomes for both the caller and the recipient.

Caseload Manager

Caseload Manager represents a major transformation in the way social landlords manage tenant rent arrears. This powerful solution harnesses the combined powers of Artificial Intelligence, Behavioural Science and Machine Learning to intelligently automate the caseload management process for FTA & CTA. It reviews individual resident behaviours and potential risks before determining the optimum intervention at each relevant stage of the arrears management process.

Interventions are thus more personalised, enabling you to send the right message at the right time, using the right method to drive the right result, meaning that you are more likely to achieve the optimum outcome for your organisation and your customers. This frees up time for your income officers to focus on other key areas, such as supporting those in need of more manual assistance.

The solution works with all Housing Management Systems and will automate and personalise engagement while improving casework efficiency by bringing data and insights into a single easy-to-use dashboard. All debt can be seen in one view, all modules are included for one price to enable the effective and efficient management of all types of tenant arrears.

Agreements Manager

The Agreements Manager solution significantly improves the efficiency and effectiveness of income recovery through arrangements / repayment agreements. Agreements Manager empowers customers to take full control of their agreement estate, creating a sense of ownership over both locked-in and unsecured arrangements with tenants.

The Agreements Manager further extends the help provided to social landlords to harness the power of Artificial Intelligence, Behavioural Science and Machine Learning to make more personalised, risk-based interventions in agreements that are more likely to achieve the optimum outcome: a successful completed agreement with arrears repaid, when completion failure rate in the sector can be as high as 90%.

Agreements Manager shows the current portfolio and associated risk of all agreements. It actively manages agreements with tenants, including driving suitable tenant engagement designed to enhance success & payment rates. Agreements Manager also actively looks forward at future risk, leveraging HMS data to construct AI and ML models to predict optimal values, durations, and risk assessment for both existing and proposed agreements. As such Agreements Manager assists officers in determining suitable instalment and duration combinations for each tenant during real-time conversations with tenants.

The solution maximises agreement debt recovery, increases completion rates, and empowers tenants in managing their agreements.

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