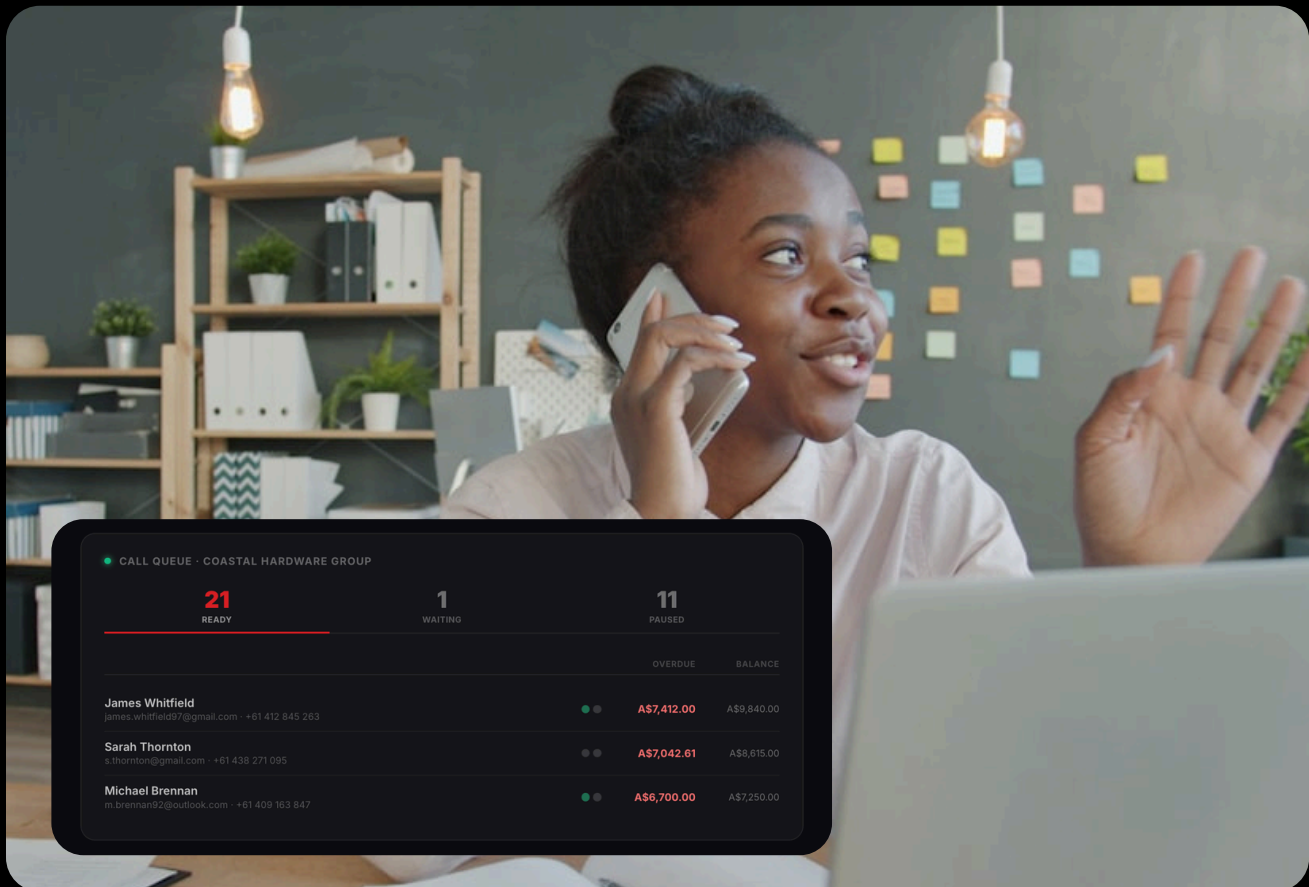


## CALL ASSIST

# Add AR Capacity. Without adding headcount.

Collect Call Assist offloads time-intensive overdue invoice chasing to local trained specialists who act as an extension of your team with every call outcome logged directly in Collect for full visibility and control.



## THE CHALLENGE

# Chasing overdue invoices drains your team's most valuable resource: time

Routine outbound calling takes skilled AR staff away from complex, high-value work. As receivables grow, the calling burden scales with it, but adding headcount isn't always the answer.



### Manual calling consumes hours every day

Every hour your team spends on routine debtor follow-up calls is an hour not spent on disputes, payment plans, and key account relationships, the work that actually requires human judgement.



### Volume growth means hiring or falling behind

As your AR portfolio grows, so does the calling workload. Without additional capacity, calls get delayed or skipped entirely and slower follow-up means slower collections.



### No visibility into what's being said or agreed

When calls happen outside your system, outcomes aren't tracked. Payment promises go unrecorded, escalation triggers get missed, and your team loses continuity between contacts.



### Inconsistent follow-up lets debt age

Without a systematic process, some customers get called too often and others slip through the cracks. The longer debt sits without follow-up, the harder it becomes to collect.

## KEY BENEFITS

# Built to extend your team, not replace it

Call Assist adds calling capacity without adding headcount and because everything happens inside Collect, you never lose oversight or control.



### Add AR capacity without hiring

Offload time-intensive debtor calling to trained specialists so your internal team can focus on higher-value work without the overhead of additional staff.



### Specialists who work the way your team does

Trained local AR specialists act as a true extension of your team, following your approach, tone, and escalation rules on every call.



### Nothing happens outside Collect

Every call and outcome is logged directly in Collect so you maintain full oversight, continuity, and reporting across all debtor interactions.

## ABOUT THE SERVICE

# What is Collect Call Assist?

Call Assist fits directly into your existing Collect workflows. You decide which customers to call, we handle the rest, with every outcome flowing back into Collect automatically.

1.

### Add AR capacity without hiring

You decide

Select overdue invoices or customers that need follow-up. Calls will be triggered from your existing Collect workflows so you're always in control of who is contacted and when.

2.

### Trained specialists make the calls on your behalf

We handle it

Local AR specialists handle outbound debtor calls using contact details stored in Collect. They work as an extension of your team following your approach, priorities, and tone.

3.

### Multiple numbers are worked through systematically

We handle it

If a customer has multiple contact numbers stored in Collect, specialists work through them in sequence maximising contact rates without any manual coordination from your team.

4.

### Every outcome is logged directly in Collect

Automatic

Call notes, disputes, payment promises, and agreed next steps are recorded directly in Collect in real time visible to your whole team the moment the call ends.

5.

### Escalations follow agreed rules, no surprises

Automatic

Non-answers, disputes, and payment promises all follow defined rules set by your team. Nominated escalation contacts are notified automatically when an account needs your attention.



### Your team focuses on higher-value work

Less time on routine debtor follow-ups. More capacity for disputes, exceptions, payment plans, and key accounts the work that actually needs your expertise.

## PRICING

# Plans for every calling volume

Choose the plan that matches your team's calling needs. All plans include trained local specialists, Collect integration, and full outcome logging. You can upgrade at any time.

Most popular

### Assist

\$ **195**

per month

20 calls per month

Additional calls **\$10.25 each**  
Max call volume **50 per month**

### Assist Plus

\$ **495**

per month

150 calls per month

Additional calls **\$3.50 each**  
Max call volume **250 per month**

### Assist Ultimate

\$ **795**

per month

400 calls per month

Additional calls **\$2.25 ea**  
Max call volume **500 per month**



### Already completed over 50,000 calls

Collect Call Assist specialists have completed more than 50,000 outbound debtor calls on behalf of AR teams across Australia with outcomes logged in Collect every time.

## GETTING STARTED

# Ready to add AR capacity without adding headcount?

Routine outbound calling takes skilled AR staff away from complex, high-value work. As receivables grow, the calling burden scales with it but adding headcount isn't always the answer.

Get in touch

