

USING ARBEIT CLICK TO BALANCE COMPLIANCE AND PRODUCTIVITY



MEET AMERICAN COLLECTIONS ENTERPRISE, INC.

NUMBER OF AGENTS: 10

PRODUCT USED: ARBEIT CLICK

Before American Collections Enterprise, Inc. found Arbeit Click, they were manually dialing.

"The idea that we could upload a data file and all the agent has to do is click a couple numbers, and we could launch all these calls and it would route back through, **it seemed almost too good to be true.**"

Patrick and his team immediately loved how user friendly and easy to use the Click interface is.

"It was a very pleasant upgrade experience," said Patrick McNemar, President of the agency. "It got implemented very quickly."

And once the software was implemented into their day-to-day operation?

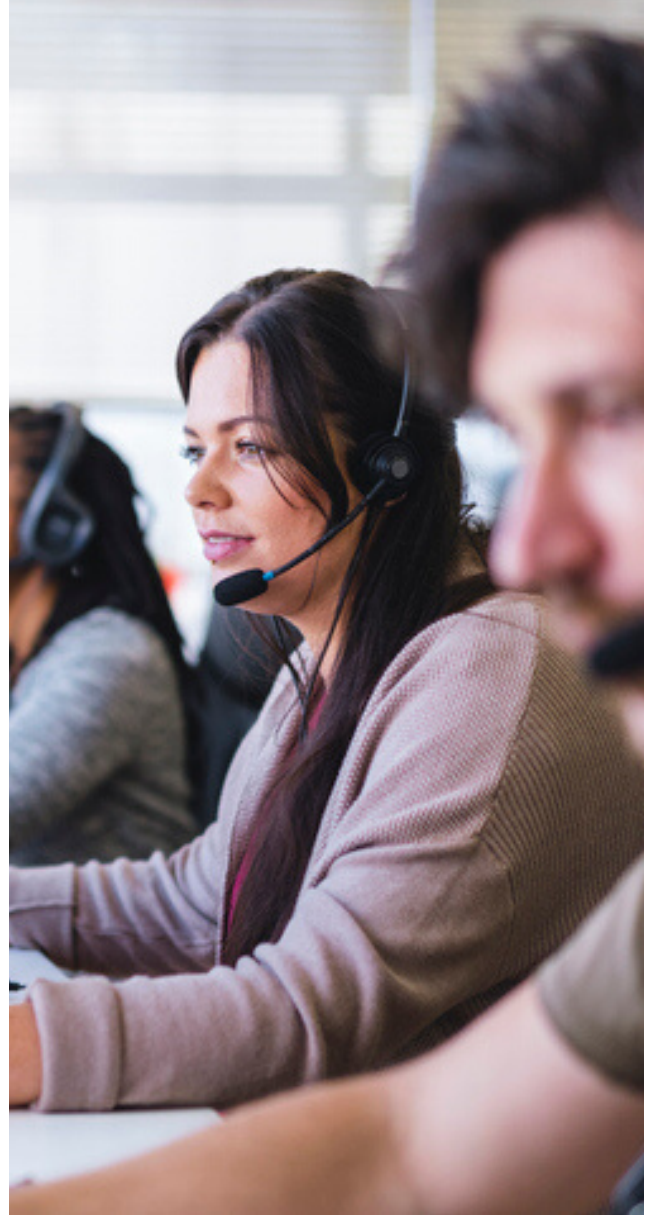
"It was magical," he said. Even his compliance team was on board.

"It's dramatically increased our productivity."

Because Arbeit Click replaced manual dialing for agents, their productivity increased dramatically.

Patrick also shared that the accuracy of Click gives agents peace of mind - they no longer need to worry about accidentally mis-typing a phone number.

"I see this as a very permanent partnership."



I would definitely recommend it," said Patrick. "I love the ability to take a very manual task and automate it."

With Arbeit Click, Patrick and his agents have peace of mind that their dramatic increase in calls do not put them at risk for a lawsuit.