



OnQ™

Is a patented software solution that automates and centralizes campaign and list management. OnQ drives regulatory and policy compliance, improves operational efficiencies and adds a new level of intelligence to outbound strategy management.

Challenge

Call centers are chaotic, complex, and constantly changing environments. From fluctuations in staffing to late calling list arrival, every day managers are expected to manage complexity while still achieving collection goals. The result is increasing vulnerability to legal liability, lost revenue, customer attrition, and more.

Regulatory and Policy Compliance

Effectively managing activities against a growing list of federal regulatory and corporate policy compliance is often the difference between legal liability and a solid reputation.

OnQ automates and centralizes regulatory and corporate policy in real-time across call centers. Automation greatly reduces manual effort, inconsistency and lost time. Adherence is tightened, control is enhanced and your ability to handle exceptions throughout the day is increased.

Operational Efficiency

As your operations expand, either through natural growth or through mergers and acquisitions, costly inconsistencies and errors increase.

OnQ drives operational efficiency across single or multiple dialer environments regardless of geography, or number and types of dialers. Furthermore, by centralizing and automating list management, workloads are kept consistent across centers and your agents are kept consistently busy.

Customer Loyalty and Retention

With every customer action there is the opportunity to improve customer loyalty and retention.

OnQ utilizes customer data such as number and type of enterprise relationships to determine calling schedules. Unlike traditional call strategies that are limited to customer phone number and call history, these strategies use a new level of intelligence to regulate recall of your high valued customers.

Benefits

- Decreases manual involvement, increases dialer management time to spend on strategic activities
- Efficiently manages and monitors call campaigns for single or multiple dialers—even in a mixed dialer environment
- Decreases risk of government fines, legal actions by customers, or failed audits
- Reduces agent idle time by eliminating job or campaign transition
- Provides business continuity—easily reroutes calls when a site or dialer becomes inoperable
- Provides real-time skip tracing through First Data's FastData™

Specifications

OnQ is composed of software, Client Services, and Professional Services.

Hardware

x86

Dell PowerEdge, IBM eServer 325, 2 x Intel Xeon 2.8+ ghz or AMD Optron 246/248, 2-6 GB RAM

Software

Operating System: Red Hat Linux 9.0+, or RedHat Enterprise Linux ES/AS 3, or Novell Suse Linux Enterprise Server 8, or Solaris 9 x86/UltraSparc



About Austin Logistics

Austin Logistics is a leading provider of analytic software and custom modeling solutions that use predictive intelligence to drive more profit from every customer interaction.

Austin Logistics determines the optimal treatment for each transaction by collecting disparate data from multiple sources and applying advanced modeling techniques. All Austin Logistics products are designed to deliver a six-month Return On Investment.

Austin Logistics, established in 1992, is headquartered in Austin, Texas. The company maintains business and development offices throughout the United States and in Asia.

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