



# Buy Now Pay Later

Connect with your customers  
and partners with hyper-  
personalised customer service



The Buy Now Pay Later revolution is changing the way consumers finance their purchases, replacing traditional financing options with more convenient, alternative payment methods. Compared to traditional lump-sum payment, these services are generally easily accessible via mobile applications, used at the point of sale (POS) to split a payment into 3-4 monthly, interest-free instalments (when paid on time). Generally customers would like to be gently reminded before their due date to make prompt payments and with WIZ.AI human-like Talkbots you are able to automate all of your customer engagement at scale!

## Our solutions have helped clients achieve

**3X**

More debt  
collect per dollar  
spent as  
compared to  
human agent

**14.89%**

Made payment on the  
day of call

**72.79%**

Made payment  
within 2 days

**70%**

Expected cost  
savings compared  
to manual calls

## WIZ Talkbot Solutions For The Entire Customer Journey

### Customer Outreach

#### Dynamic Collection

##### Late Credit Servicing

Negotiate and obtain payment commitment from customers, including date and mode of payment

#### Auto Re-contract

##### Re-Contract Pre-Expiring Plans

Event or time trigger calls to existing customers to service their maturing finance products and placements to lock-in sales.

#### Tele-Sales/ Lead Gen

##### Product Promotion

Outbound lead generation to customers to inform them about new promotional products.

### Customer Care

#### Courtesy Reminder

##### Pre-due Payment

Remind customers about upcoming payments before their due dates

#### Customer Support

##### Sophisticated Guidance

Help customers navigate their requests through conversations. Provides stronger customer engagement as part of your overall omni-channel solution.

#### Account Servicing

##### Account activation

Prompt customers to activate their account. Verify transactions with customers for fraud.

### Customer Retention

#### Transaction Verification

##### Limit Authorization Checking

Verify authorization before payment is made.

#### FAQs

##### First Tier Questions

- Plan and device details
- Account troubleshooting
- Repayment amounts and due dates
- Repayment options

#### Interactive Feedback

##### Free-Flowing Conversations Questionnaires

Perform fast and convenient customer service surveys.

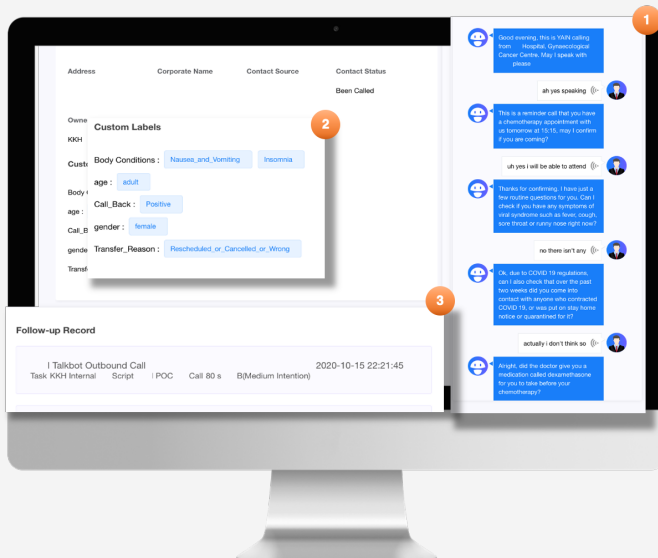
# Data Driven Decisions

## Digitalizing Voice Data Asset

1 Detailed call log, text and voice recording

2 Customer intention record

3 Previous customer interaction



## Drive Customer-Centric Decisions

1 Visualize

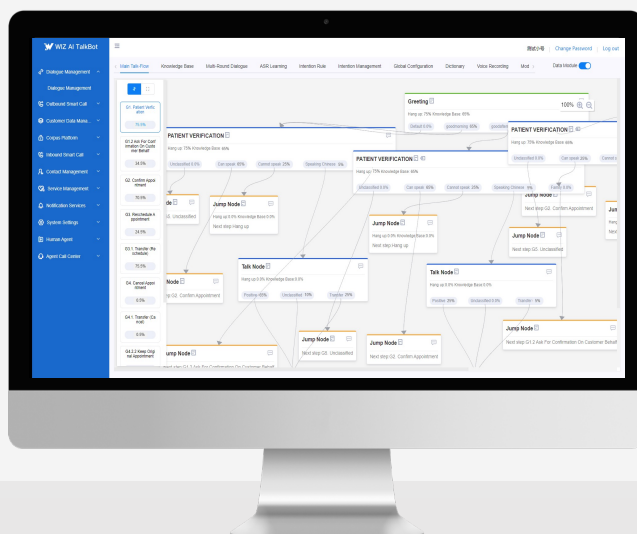
2 Compare

3 Understand

## Modular Dialogue Management

Proactive customisation to rising customer trends!

Imagine having a whole department of your best collections specialist!





## WIZ.AI Talkbot Debt Collection Use Case

Use Cases

- **Before due date -7 days:** Talkbot to gently remind customer to make payment on time
- **Late for 1-3 days :** Talkbot outbound call for early gentle reminder ;
- **Late for 7-10 days :** Talkbot utilizing M0 prediction model to classify common and complicated cases. CS follow up common cases, Talkbot follow up complicated cases with well trained dialogue knowledge base.
- **M1-M3 :** Talkbot contact customers first and label each customer. Using WIZ Debt Collection Sensitivity Analysis Model to classify sensitive cases, common cases and difficult cases. CS follow up sensitive and common cases(number configurable in WIZ system). Talkbot follow up difficult cases, forward to CS if required.

Values

### Increase coverage, Debt Collection Successful Rate, Compliance Control

- Increase coverage through multiple rounds of outbound calls
- Increase successful rate with WIZ tagging/labelling model, 3 times of workload each line compared to CS
- Conduct debt collection calls phase by phase, and without impacts of human emotions.

### Notify

- Prompt gentle reminder
- Includes all the information the customer needs to quickly make a payment
- Other information; amount due, due date, agreed upon terms, and where/how they can pay.

### Confirm

- Did your customer receive the invoice?
- Do they have any questions?
- Confirm that they will be making payment

### Remind

- Many customers may need a reminder or two.
- Majority of people want and mean to pay the invoice, but they forget, are having cash flow problems, lost the invoice, etc.
- Be sure to remind them a long BEFORE the due date

### Inquire

- If your customer has still not submitted payment after the due date, something may be wrong.
- If it is a customer who has been around for a long time or is generally quick to pay, there may be an unusual circumstance you can help them with

### Pressure

- If you find that your invoice was received, the information was correct, there are no special circumstances, the product or service was provided, and your customer is still not paying, it's time to get a little more forceful with your collections efforts.

### Escalate

- There are occasions when it's necessary to escalate an account to management for higher-level discussions. At this point, the chances of you ever getting paid are pretty slim, take action to prevent bad debt