

# Professional Services Company

Provided An Empathetic Remote  
Contact Centre And Collections  
Team



## The task

The client needed a team of experienced contact centre and collections agents to work with vulnerable customers who went into arrears on credit cards and loan accounts.

Around 200 resources were needed in a short timescale to cope with the influx of additional demand placed on internal collection teams as a result of the increased arrears that needed follow up. Due to the sensitive nature of the issue, a key requirement of the project was to ensure that each new team member was able to demonstrate a high level of empathy towards customers needing financial help. Agents would need to be able to understand the sensitivity and negotiate payment plans that customers could manage.

## The solution

- Due to the tight timescales, Momenta fast-tracked the sourcing, selection and vetting processes to enable an efficient onboarding of the appropriate candidates according to the client's exact specifications.
- Deployed sizable candidate intakes from the start of May 2020 (currently still ongoing) on a fortnightly basis as required by the client.[BM1]
- Prepared candidates for the training that would equip them with key skills to deal with vulnerable customers. Provided ongoing support as required.
- Provided experienced, empathetic collections professionals who understood the client's customers situation, whilst having the appropriate skills required to ensure that the right payment plan was agreed upon.

- Set up one of the largest remote and secure working teams and supported the client with logistical arrangements required to facilitate this (such as remote access, IT equipment, and technical requirements regarding their internet and connectivity) for all Momenta Associates.

## The outcome

Momenta was able to stand up additional capacity remotely and at speed. Affordability testing, renegotiation of payment terms, and updating of the Client's internal records were completed with quick turnaround times, especially given the sensitive nature of the situation. This project was on behalf of a new client and, off the back of its success, additional work was secured in a different area of their business.

200 resource provided

Fortnightly intakes