

RMEEx iBOT Alex®

The Quantrax RMEEx iBOT Alex® is a virtual agent that creatively integrates state-of-the-art mobile, browser, cloud, and voice-recognition technologies.

iBOT Alex® will manage inquiries about balances, payment history, and clients owed, important document information supplied by a consumer (e.g., bankruptcy data), get information relating to disputes and ask a consumer why they said they could not make a payment. It will set up a single payment or negotiate a payment arrangement and ask for and save checking account or credit card data. It will ask for information and have an agent contact the consumer.

iBOT Alex® is multi-lingual, understanding English, Spanish, Haitian Creole, French, Chinese, Russian and many more languages.

Compliance. iBOT Alex® can handle attorney information, and even know when to recite the “safe harbor language” when balances are given. iBOT Alex® will document everything that happens and will apply smart codes to anything significant. At the end of the ‘call,’ Alex can email the consumer a transcript of the conversation.

