

The next generation of voice response for mortgage servicing call centers

LPS' IVR Solution

Lender Processing Services' (LPS) interactive voice response (IVR) solution – TeleVoice – enables businesses to increase their customer service without expanding their customer service department. It offers an automated voice response system that provides financial organizations' customers with immediate, secure access to loan-related information at the customers' convenience. Customers can easily obtain more than 120 types of loan-specific information, such as principal balance, year-end figures, detailed escrow and last-payment application, without the help of a customer service representative. With TeleVoice, customers can also make automated requests for items such as payoff statements to be delivered by fax and payment by phone.

The Voice of Experience

With TeleVoice, you get more than an off-the-shelf voice response system. Having been part of the LPS environment on a daily basis for more than 20 years, TeleVoice has developed specialized voice-response modules that address the unique needs of MSP clients. A veteran team of consultants, programmers, application developers and broadcast-quality announcers has a unique understanding of your needs. TeleVoice will become a valuable part of your team – like having your own IVR department. You can be sure that the TeleVoice team will be there to deliver the technology you need to meet your changing call center needs.

How it Works

LPS' TeleVoice system connects to the mainframe via a series of connectivity options, including Internet protocol, token ring and host gateway. TeleVoice then connects to the telephone system to answer calls. To access the system, callers enter their loan number and identification numbers and select the type of information they need. TeleVoice retrieves the information, and a high-quality human voice delivers it to the callers.

Make the Most of Every Call

Your TeleVoice system is the first point of contact for many of your customers. With enhanced TeleVoice features, you will have the power and flexibility to take full advantage of every single contact. For example, you can:

- Use TeleVoice Screen Pop capabilities to give your Customer Service Representatives (CSRs) instant access to the caller's account information as soon as they receive the call.
- Deliver targeted messages to customers whose loan status, geographic area and call patterns make them ideal candidates for refinancing or other products.
- Use Intelligent Call Routing to ensure that callers are directed to the CSRs best equipped to address their needs.

Speech Recognition

TeleVoice Speech Recognition is powered by Nuance, the recognized leader in natural language recognition. Speech Recognition from TeleVoice enables you to eliminate multiple layers of touch-tone menus and get callers the information they need faster and easier. With Speech Recognition, you will increase the percentage of calls handled entirely by your TeleVoice system without taking the time of a CSR. TeleVoice systems with Speech Recognition are the perfect way to reduce long-distance charges and lower staffing costs, while dramatically increasing customer satisfaction.

Custom-Crafted Solutions

Even the best technology will not help you if your IVR application is not custom crafted to communicate effectively in your environment and get the most from every minute of connect time. That's why a TeleVoice senior consultant will spend two to three days in your call center meeting your team, getting a clear understanding of your objectives, analyzing your call patterns and listening to actual calls. Then, our team can develop the customized application design for your TeleVoice system that will best meet your specific needs.



Finely Tuned System

Like any good employee, your TeleVoice system needs an annual review. Without periodic audits, your IVR scripting, computer telephony integration (CTI) implementation and feature set will slowly drift out of sync with the needs of your customers and your call center. The result can be reduced utilization, longer average call length and reduced customer satisfaction. As part of a comprehensive, annual onsite audit, TeleVoice can assess the current effectiveness of your system and recommend appropriate modifications. We will work with you to make sure the changing needs of your call center are addressed by your TeleVoice system – now and in the future.

Value and Benefits

Increased Productivity

- TeleVoice handles routine questions, eliminating the need for customer service staff to be involved.
- Productivity gains are possible with optional automation of routine service requests.
- Clients report that 35 to 50 percent of an average day's customer service calls are handled solely by TeleVoice.

Improved Customer Service

- Customers can quickly hear answers to the most common questions about their loans without having to speak to a CSR.
- Clients report that the average length of a customer service call without an IVR is 150 seconds. TeleVoice can reduce that time up to 46 percent, creating more satisfied customers and more productive employees. Dynamic menus assist in delivering only the needed responses to each customer, working to shorten the call to its optimum length.

TeleVoice Features

One Time Drafting (DFT4) enables you to provide your customers the option of making a payment without outsourcing this function to a third-party check processor. Let TeleVoice

provide a dedicated IVR system to automate this critical customer service function and keep it in-house. You do not have to be an existing TeleVoice client to take advantage of this cost-saving solution.

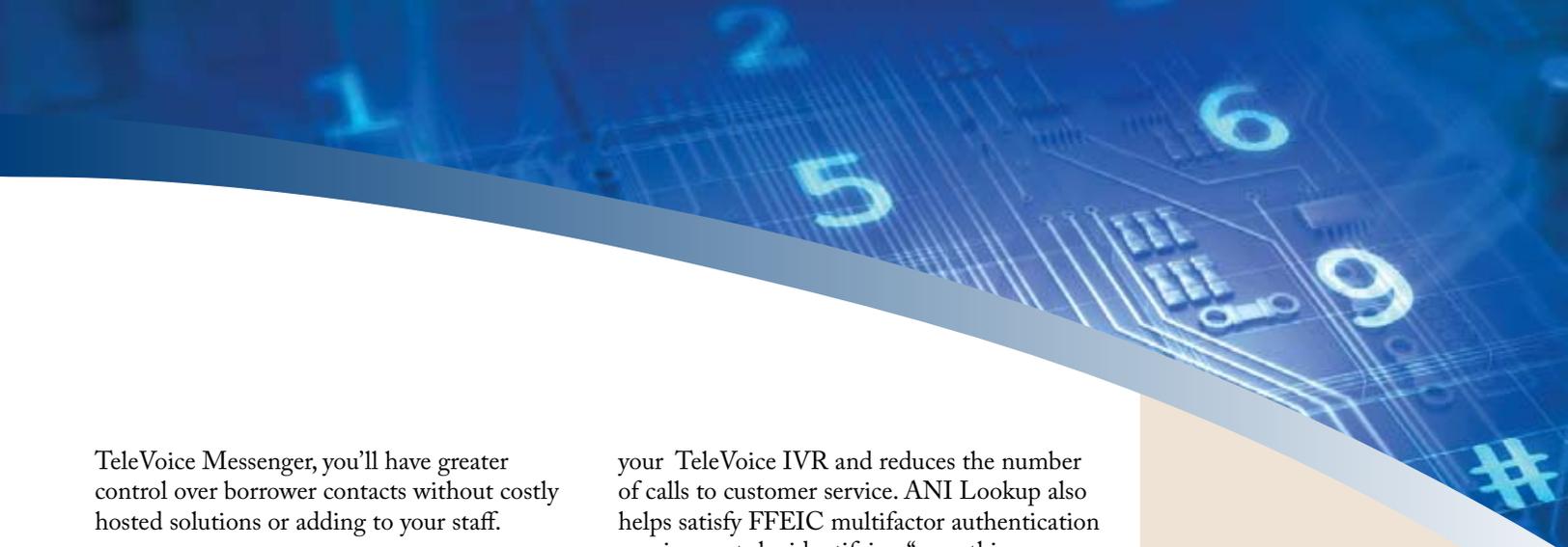
One Time Drafting Confirmation Recording

allows you to eliminate the costly mailing of ACH confirmation letters. Working in conjunction with the TeleVoice One-Time Drafting solution, Confirmation Recording satisfies regulatory requirements by capturing an audio recording of the presentation of the transaction summary and the caller's verbal acknowledgement. Speech recognition ensures that the caller has said "yes" to confirm the transaction.

CTRecord automatically records all CSR calls involving One Time Drafting. Agents click a Director icon to launch DFT4 and initiate recording. Recording these calls satisfies regulatory requirements related to borrower authorization and eliminates the need for costly mailings of confirmation letters. CTRecord may also be used for randomized agent-call recording for quality control purposes. In addition, agents or supervisors may initiate call recording on demand. Multiple departmental quality control scorecards may be customized for agent scoring. You do not need a TeleVoice IVR to take advantage of this cost-saving solution. LPS offers an interactive voice solution that gives clients the ability to offer automated loan information to customers – at the customer's convenience – resulting in improved productivity and timely responses to routine customer inquiries and overall customer service.

Messenger provides a more effective method for delivering important messages to your borrowers. Integrated with your predictive dialer, Messenger is a series of outbound IVR applications that can deliver payment reminder messages, process one-time drafts, note promises to pay, conduct customer satisfaction surveys and welcome new customers. With





TeleVoice Messenger, you'll have greater control over borrower contacts without costly hosted solutions or adding to your staff.

Computer Telephony Integration (CTI)

delivers advanced functionality that can determine the caller's identity using the incoming phone number, the number dialed and/or other information captured by the TeleVoice system. CTI coordinates with your PBX switch to "pop" the caller's information onto the CSR's desktop as the call is routed to their telephone. The Intelligent Call Routing enhancement directs the caller to the CSR best suited to answer their call based on criteria such as caller language preference, the CSR's expertise, the identification of the last CSR that spoke with the caller and/or other caller demographics. You do not have to be an existing TeleVoice client to take advantage of this cost-saving solution.

Call Me Now for CCN is a CTI application that allows visitors to your Customer CareNet (CCN) Web site to request a call from a CSR. A "Call Me Now" button is displayed on the Web site for those borrowers whose questions could not be answered by CCN. TeleVoice advises the borrower of the approximate time a representative will call based upon current hold times. Then, the validated borrower enters the phone number at which to receive a call and the nature of their question. At the designated time, TeleVoice pops a notification window on a CSR workstation that includes the borrower name, loan number, phone number, nature of call, and a "Dial" button. When the agent clicks "Dial", the borrower's number is dialed and the appropriate Director snapshot is displayed. With Call Me Now, customer satisfaction is improved, and hold times are significantly reduced.

Automatic Number Identification (ANI)

Lookup enables you to identify your customers automatically without having them enter their loan number. Once the customer is validated, a data burst of standard loan information is provided, which increases the utilization of

your TeleVoice IVR and reduces the number of calls to customer service. ANI Lookup also helps satisfy FFEIC multifactor authentication requirements by identifying "something you (the borrower) have."

Payoff AutoFax prepares and routes a payoff statement from LPS' MSP to the fax number entered by the caller. The TeleVoice system follows the same procedures as someone using the MSP Payoff Workstation manually, including noting the payoff quote in the loan record so that all appropriate fees are charged.

Fax 1098 Statements to customers that have lost their original 1098 statements and need another copy. The TeleVoice system follows the same process as your customer service representatives and notes the activity, so all appropriate fees are charged.

SSN Lookup allows callers who do not have their loan numbers available to provide their Social Security numbers instead. The TeleVoice system will look up the loan(s) associated with the Social Security number provided.

Capture Caller Phone Numbers for Skip

Trace provides automated updating of delinquent borrower phone records. Borrowers may call from home, work, cell phone or some other number – numbers that may not be known to your collections department. By capturing all unique telephone numbers associated with a delinquent loan, the collections department increases its options for contacting delinquent customers.

Speech Recognition provides a natural, conversational interface for the caller to proceed through the TeleVoice system menu options by saying words and phrases such as account information, escrow balance or payment information rather than pressing digits on the telephone keypad. This feature allows callers to access the information they are looking for faster and easier than listening to long lists of menu choices.

Speech Recognition can enhance caller satisfaction and reduce the length of the call.

Subservicing allows the TeleVoice system to be programmed to greet each caller with a specific script based on the number they called. This enhancement enables the TeleVoice system to answer calls and speak to callers in different company names with the same set of hardware.

Remote Administration allows authorized management staff to view the operation of the TeleVoice system in real time from their desktops. System functions, including line control and reporting, can be controlled remotely by authorized users.

Bilingual Systems provides callers access to loan information in English or Spanish. Callers simply press a designated touch-tone key to select the language they prefer.

Preliminary Message allows the system administrator to record an announcement to be played following the system greeting. Recordings can be made from any touch-tone phone. This feature is helpful in areas subject to severe weather, which may require the office to be closed unexpectedly. It is frequently used to present general messages such as a reminder that coupon books will be mailed on a given date.

Enhanced Customer Comment Log keeps track of the areas of the TeleVoice system the caller accessed and then adds a comment to MSP for the loan. Twenty different menu selections can be tracked and posted as a comment to MSP.

Caller Response Information provides the capture of requests from callers based on answers to questions customized in this module. The TeleVoice system produces a printed report including loan number, time of call and numeric information that matches the questions the caller answered. Examples of ways to use this enhancement include capturing promise-to-pay dates from delinquent callers, telephone numbers for returning calls and requests for new coupons.

Enhanced Bypass allows the TeleVoice system to respond differently to callers who have been identified for different handling. You may define any group of loans for different call-handling scenarios.

Forced Coverage provides detailed information for up to four categories of insurance coverage (hazard, flood, earthquake and other). Callers can hear the renewal date of their policy and be informed if forced coverage will be imposed, is in effect or has been cancelled.

Last Payment Application provides a breakdown of how the caller's last payment was applied. This includes posting date of the payment, the total amount received, amounts applied to principal, interest, escrow, late charges, optional insurance and principal balance curtailment.

Coupon Ordering enables callers to order coupon books and hear the appropriate disclaimers and pricing information. The caller may also be informed of the approximate time for the coupon book to arrive. The TeleVoice system submits the transaction to the LPS MSP system for ordering and billing for the coupon book.

Rate Quote provides interest rate quotations to callers based on information the system administrator enters into the TeleVoice system. This enhancement may be used for quoting rates for indices associated with ARM loans or for quoting current rates for new loans or refinances.

Year-End Reporting on Acquired Loans allows the TeleVoice system to present proper year-end information, available on MSP, to callers whose loans have been acquired during the prior year or current year.

Promise to Pay allows the caller to enter a promise date for their payment that is automatically logged to MSP. Payments are posted immediately.

To experience the next generation of customized voice response, call the LPS TeleVoice demonstration line at 800.515.9811. For information, call your LPS Account Director.



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