eVoke™ Text

Text with Confidence

RevSpring

Leading receivable management organizations understand the power of texting to drive consumer behavior—**85% of consumers prefer text messaging over phone calls or emails**. However, due to the evolving regulatory and compliance environment, there is uncertainty whether to adopt texting as an additional collection communication channel.

RevSpring eliminates the uncertainties. No matter if you're looking for an automated solution or a peer-to-peer approach, we can help you manage text collection communications with confidence.

Increase Action. Increase Collections.

Texting is a powerful tool to add to your collection communication strategy. RevSpring's solution is an intelligent approach for reaching the consumer with the right message at the right time using their preferred channel while reducing costs—**over 50% of payments made by text, happen within the first hour**.
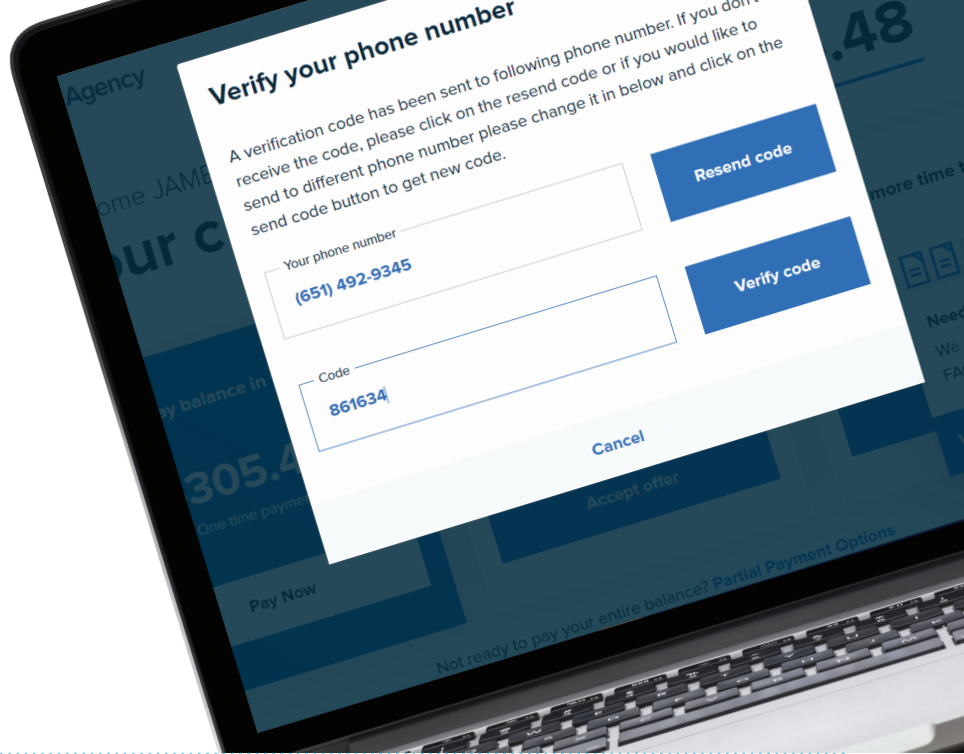
Use texting to easily let a consumer know when a payment is due, send balance reminders, and deliver validation notices. Increase the likelihood that a consumer will answer your phone call by notifying them via text that you'll be calling on a specific date from a particular phone number.

Increase your consumers' satisfaction with real-time texting. When an agent is speaking to a consumer on the phone, they can gain consent and send a link to their statement so the consumer can view it in real-time. Adding this communication channel to the collection process can be a great way to bring immediacy to payments.

Benefits

- **Clear visibility** into the channels of consent

- **Personal and immediate** form of communication

- **Launch automated text campaigns** for due date and reminders of balance due notices

- **Reduce** costs to collect

Features

- **Single consent platform**

- **Real-time texting**

- **Robust reporting dashboard**

- **Fully compliant with Regulation F**

RevSpring has two compliant texting solutions. eVoke Text is an automated solution to use when you have explicit consent. Additionally, through a partnership with SndRight, we offer an integrated, TCPA-compliant text solution that sends text messages to recipients using human senders.

Gain and Expand Consent

RevSpring offers an **easy-to-manage, centralized platform for you to gain— and expand—consent**. Our multi-channel communications hub allows you to send and receive approval for text communications through the channels consumers already use (such as print, email, portal, and voice). All information is gathered into a single database that lets you quickly identify which channels are approved, and/or how a consumer prefers to be contacted.

Capturing Explicit Consent

- Letter Opt-In
- eVoke Portal Opt-In
- Email Opt-In
- eVoke Admin Opt-In
- Inbound IVR Opt-In