

# CGI Collections360 Self-Service: Hardship Module

As a result of the global pandemic, customers are facing unprecedented levels of financial hardship, leading to soaring inbound call volumes and customer wait times. CGI Collections360 Self-Service includes a Hardship module that provides organizations with a fully automated self-service tool for managing the customer hardship experience. It also supports real-time decisioning and automated collections workflows in line with an organization's credit policies.

## BENEFITS

CGI's Collections360 Self-Service Hardship module enables organizations facing increased customer hardship demands to achieve the following:

- Reduce inbound call volumes and staffing requirements
- Extend web self-service capabilities to support customer hardships
- Gain insight into each customer's situation to enable treatment automation
- Achieve consistent customer treatment across different channels
- Provide 24x7 customer assistance
- Provide real-time support for current and delinquent customers
- Delivers speed to value through an out-of-the-box user experience and integration

## FEATURES

Features of the innovative and customer-centric CGI Collections360 Self-Service Hardship offering include the following:

- **Customer-focused user experience:** Responsive user interface focused on customer self-service; includes configurable styling in line with an organization's branding
- **Hardship questionnaire:** Configurable customer interview panels; includes a best practice hardship questionnaire to increase speed to market
- **Real-time decisions:** Real-time business rules based on existing customer data and customer-entered interview data to determine eligible program offers and details (i.e., terms and conditions)
- **24x7 availability:** Around-the-clock availability of customer user interface, regardless of supporting system availability
- **CACS integration:** Seamless integration with workflow engine to implement programs and workflows automatically; includes audit trail of eligibility and offer response (approve/decline) for compliance tracking.



## ABOUT CGI

Founded in 1976, CGI is one of the largest IT and business consulting services firms in the world. Operating in hundreds of locations across the globe, CGI professionals help clients achieve their goals, including becoming customer-centric digital organizations.

We deliver an end-to-end portfolio of capabilities—from high-end IT and business consulting to systems integration, outsourcing services and intellectual property solutions—to help accelerate clients' results.

CGI works with clients around the world through a unique client proximity model complemented by a global delivery center of excellence network to help clients transform their organizations and drive competitive advantage.