

Connect your credit operation to IVR and telephony

Whether for payment reminders or answering borrowers' questions, telephone communications are a key aspect of any creditor's customer experience. But fielding calls in a system separate from your LMS can leave you with data siloes, manual inefficiencies, and a disjointed operation.

That's why LoanPro's modern credit platform leverages an API-first architecture to connect directly to your preferred interactive voice response (IVR) and telephony partners.

Integrating directly with IVR dialer trees, inbound telephony systems, and outbound dialers, LoanPro seamlessly blends your own custom processes and business logic with best-in-class telecom partners, giving you, your borrowers, and your agents a holistic, streamlined experience.



LoanPro is a home for us. I know that wherever our business is going, LoanPro can support it.

— Nick Curry, CFO
MODERN ASSET MANAGEMENT

Enhance your borrower experience with real-time servicing

Running IVR or telephony in a separate system from your main operations is a recipe for miscommunication. With data siloed in multiple systems, borrowers might be served outdated information, and their requests might take hours or even days to process.

Integrating your IVR and telephony systems into LoanPro gives your customers a smooth, streamlined experience:



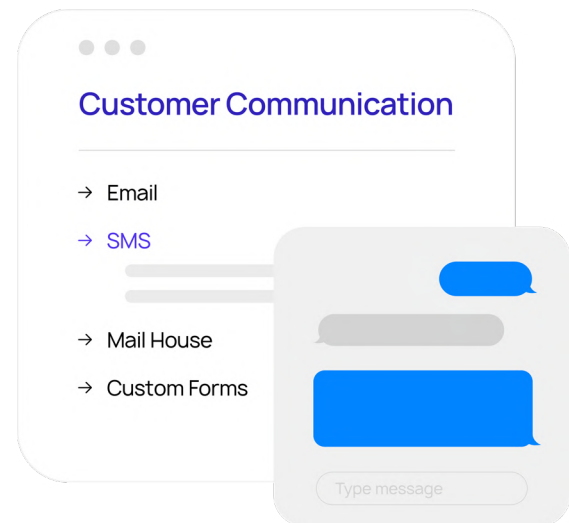
Real-time data. With your IVR pulling directly from LoanPro, your borrowers will get up-to-the-second information on their accounts, upcoming payments, and other data.



Self-service actions. Let borrowers make payments, set up AutoPays, file disputes, and manage cards—all from a single call, and without any manual action from your agents.



Complementary confirmations. After borrowers request information or take action on their account, send them an instant and automatic confirmation through email or interactive SMS, giving them a clear record of where their account stands and what actions they need to take.



The only limitation is your IVR partner's own abilities—LoanPro's API-first architecture is ready to serve and accept API calls for any and all servicing tasks.

Keep agents organized with a streamlined interface

Data siloes don't just risk miscommunication with borrowers. It also slows down your agents, forcing them to operate out of multiple windows with contradictory information.

Centralizing your telephony within LoanPro will keep data synchronized and accessible. With your custom business logic embedded into LoanPro, our system can automatically initiate outbound campaigns and log call results.

When manual reviews and actions are necessary, LoanPro gives your agents a smooth, streamlined experience. Servicing queues prioritize accounts for review, and UI walkthroughs guide agents through your own custom processes, highlighting relevant information for easy access.

78%

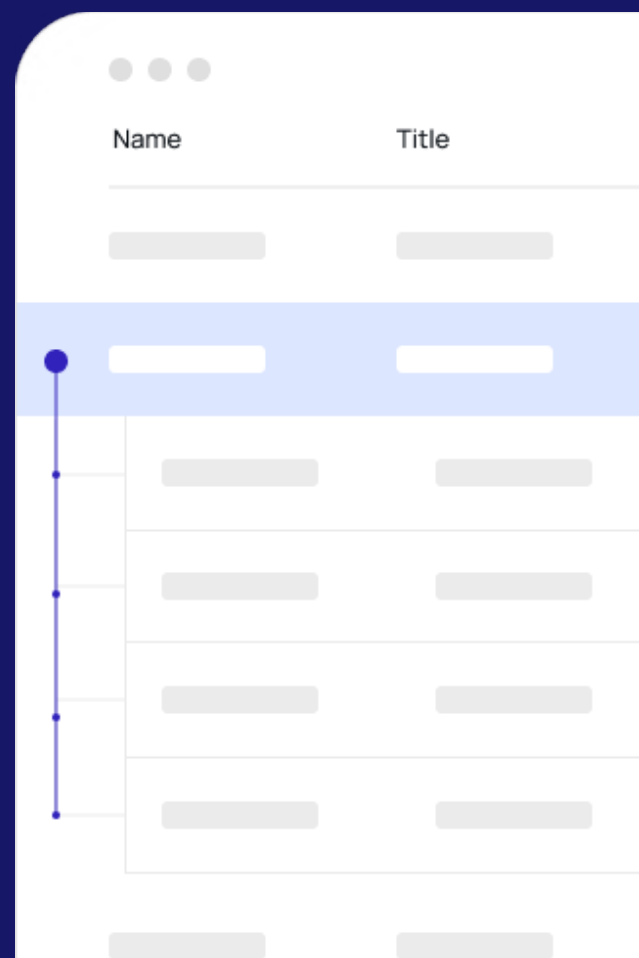
Of support calls handled through self-service tools

10x

Increase in agent efficiency without increasing headcount

38%

Average reduction in credit losses



Automatically record comprehensive audit trails

LoanPro automatically stores a record of all actions taken in the system, whether they were taken by a human agent, internal automations, or a third-party software through our API. Every call, action, and data lookup is automatically recorded in a single audit trail, tracking borrower interactions and servicing tasks throughout the entire account lifecycle.

And with granular API controls, you can keep strict control over which partners have access to borrower data and servicing capabilities in LoanPro, helping keep borrower personally identifiable information (PII) secure and compliant.

Streamlined operations for IVR and telephony

With LoanPro's modern credit platform, you can manage IVR and telephony without introducing data siloes or inefficiency into your day-to-day operations. As the system powering 600+ credit providers and financial institutions, we've helped countless companies implement and streamline telephony.

Curious to see how your preferred IVR and telephony partners could work together with LoanPro?
Reach out to us, and we can show you how it works.

Schedule a demo →