



American Agencies



Torrance CA, USA

Corporate Profile

Founded in 1969, American Agencies has a well established foundation as a leader in the collection industry for over 30 years.

Having a diversified client base, licensing and authority across the United States, and a revenue growth rate in excess of 20%, American Agencies is a national leader in commercial and consumer collections.

For over three decades, American Agencies has partnered with creditors – some of them Fortune 100 organizations – to formulate and execute specialized recovery strategies in various industries including telecommunications, banking, education and high technology.

Strategic use of Technology

American Agencies has invested in creating a real-time, web-based infrastructure that automates the entire lifecycle of a collection account.

For its internal operations, American Agencies has invested in a state-of-the-art predictive dialing as well as sophisticated call monitoring/online-coaching infrastructure.

Agent Training & Call Coaching

After being introduced to SmartContact Center, American Agencies immediately arranged for a trial installation to evaluate the system and measure its impact on their operations.

“The decision to adopt the system for all our call centers and training rooms was based on the following overwhelming factors:

No voluntary turnover in three months on the stations with SmartContact Center. Normal attrition/turnover continued on the stations without it.

The normal period for a recruit to become a collector went from 6 months to less than 3 months.

Both experienced and new agents are eager to have SmartContact Center installed on their workstations.”

Today, American Agencies has installed SmartContact Center at three different call centers in Southern California.

More than 200 agents and 15 supervisors use the system daily for both training and live coaching activities.

SMART CONTACT CENTER

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