

THE PEAK OF EXCELLENCE

Global Connect is a true client partner, committed to the success of the companies that entrust us with their business. We spend each and every day focusing on best-in-class products, outstanding customer care, and return on investment, the Principles of Distinction that benefit our clients.

BEST-IN-CLASS PRODUCTS

For more than a decade, Global Connect has helped client partners in the credit and collection industry find new and innovative ways to drive revenue and increase profits. What truly sets the company apart from other dialing and communication services companies is our ability to adapt and evolve, developing flexible, stable, and scalable products that meet the ever-changing needs of the industry.

Our state-of-the-art GC1 Peak Dialer Platform, released in 2011, is an example of our dedication to develop and continually improve best-in-class products. With new features designed to increase agent productivity, while keeping operating costs low, GC1 Peak Dialer makes it faster, easier and more cost effective than ever to contact, comply, and ultimately, collect.

OUTSTANDING CUSTOMER CARE

At the heart of Global Connect's ability to adapt and evolve is an outstanding team of knowledgeable professionals. We recruit the right people, and we work hard to keep them. The result for us is an employee turnover rate of less than 2%, and a staff of well-trained and responsive experts who are available to our clients 24 hours per day, 7 days per week, 365 days per year.

RETURN ON INVESTMENT

Global Connect is interested in building long-term relationships, not making a quick profit. Our competitive rates and transparent pricing structure, with no upfront fees or monthly minimums, offer the power of a premise-based dialer with the advantage of a variable-based business model.

Drive First. Sign Later.

Forget yearlong commitments or minimum revenue guarantees. Try the GC1 Peak Dialer during our Drive and Sign event, and you'll get the chance to try Global Connect's new hosted predictive dialer, without any fee or obligation.

Make the most of the features

From our enhanced Call Monitoring Module to customized Agent Screen Pop, the GC1 Peak Dialer offers features designed to increase agent productivity.

Monitor the results

Our detailed, real-time reports allow you to evaluate and improve each agent's performance.

Break free of commitment

If, at any time, the GC1 Peak Dialer cannot meet your needs or expectations, simply stop using the system, without fees, penalties or commitments.

**NO OBLIGATION
NO COMMITMENT
NO RISK**

Forget the strings that come with "sign and drive" dialers. Drive, then Sign* with Global Connect's

GC1 Peak Dialer

* Only a basic user agreement - with no commitment, no obligations, and no risk - is required to use Global Connect's GC1 Peak Dialer system.

GLOBAL CONNECT
888-421-4151 gc1.com

PCI Compliant



**PERFORMANCE
PRODUCTIVITY
PROFIT**

If you want
results, go
straight to
the Peak.

**GLOBAL
CONNECT**

PERFORMANCE

This powerful dialer combines the functionality of a premise-based dialer with the flexibility of a cloud-based system. The robust features of GC1 Peak, combined with Global Connect's outstanding legacy features, can meet the needs of virtually any call center.

GC1 PEAK FEATURES:

Unique Login

Each agent receives a secure and unique login for the GC1 Peak Dialer.

Inbound & Outbound Call Blending

Using an automated call distributor (ACD), the dialer now allows clients to blend inbound and outbound calls into their call centers.

Call Transfer

Clients now have the ability to seek available agents, make a one-click transfer with call introduction, bridge the agents, and transfer them to an available supervisor or outside party, ensuring that calls are transferred and answered efficiently.

Compliance Module

Set pre-defined 24-, 48-, and 72-hour call scrubs based on connected calls, and set total number of attempts, call time curfews by state, and area code/zip code scrubs.

Hello Connect to Agent

All live answers are instantly connected to the collection floor, eliminating the need for the debtor to press a hot key for a live transfer.

Screen Pop Connect

Agents can receive a simultaneous screen pop containing information such as debtor name and account number as calls are transferred to their workstations.

PRODUCTIVITY

GC1 Peak is designed to maximize the productivity of each agent, of each campaign, and of the company as a whole. The system easily and automatically measures an agent's effectiveness, provides him or her with tools to work more efficiently, and gives management the opportunity to measure and improve results in real time.

GC1 PEAK FEATURES:

Redesigned Agent User Interface/Screen Pop

A graphical interface with single click commands makes navigation seamless and intuitive.

Call Recording Search and Retrieval Mode

GC1's User Interface allows for quality assurance, managers or other agency personnel to efficiently search for call recordings based on agent, time of day, broadcast, message type, and other criteria.

One-Click Leave Message Button

With the click of a button, an agent can leave the right message with the right voice on the recipient's answering device, freeing the agent up to take another call.

Administrator Dashboard

Monitor agent productivity and performance metrics through Global Connect's Agent Portal Administrator Dashboard.

Skill Based/Agent Priority Call Routing

Using the real-time data provided by the Administrator Dashboard, managers can route calls to the most experienced, skilled and effective agents.

PROFIT

Each of GC1 Peak's features has been systematically designed to help collections clients increase right party contacts, while reducing costs. Since there are no upfront fees, hardware or software expenses, the GC1 Peak Dialer's hosted cloud-based system offers a solution that is as economical as it is effective.

GC1 PEAK FEATURES:

Automated and Preview Dialing Utilizing Call Escalation

Agents can seamlessly switch between preview and manual modes within the same dialer campaign.

Call Monitoring Module

With GC1 Peak Dialer, enhanced session recording allows supervisors to listen to agents, coach them through calls, and "barge" into calls when necessary.

Easy Customization

The system offers custom and default settings for pacing algorithms, call hold queues, disposition codes, agent prioritization and call routing, and the customization of the debtor data that appears on the Agent Pop screen.

Disposition Code Dialing

The system makes it easy for agents to enter disposition codes and prioritize calls based on results of previous contact.

Demographics Analyzer

Sort campaigns by certain demographic data resources such as income level, home ownership, crime rate, and education level.

Campaign Reporting Dashboard

Quickly monitor the status of running campaigns, ranging from type of campaign to key performance indicators, with drill down functionality to the individual campaign level.

Reach for performance.
Reach for productivity.
Reach for profit.

Reach for results with
the GC1 Peak Dialer.

