



ClearDu[®]

ClearDu's Voicebot Enabled Collections

How ClearDu's VoiceBot brings intelligent, scalable conversational automation to debt recovery



VoiceBot Features | Intelligent Technology for Modern Collections

COMPREHENSIVE TECHNOLOGY STACK DESIGNED FOR INTELLIGENT COLLECTIONS



NATURAL LANGUAGE

Advanced NLU with Speech-to-Text & Text-to-Speech for human-like understanding and response generation



CONVERSATIONAL BOT

Dynamic, turn-taking AI - not just a recorded IVR - adapts to context and user sentiment in real time



MULTILINGUAL SUPPORT

Full support for major Indian languages and regional dialects, enabling effective local market reach



PAYMENT NEGOTIATION

Intelligent bot handles negotiation within set parameters to secure promise-to-pay arrangements



CRM INTEGRATION

Seamlessly integrates with existing systems via ClearDu's open APIs for bi-directional data synchronization



FULL RECORDINGS

Every conversation is recorded, stored, and transcribed for quality assurance, compliance, and training purposes



COMPLIANCE & AUDIT

Built-in compliance checks ensure adherence to regulations, supported by a detailed audit trail



REAL-TIME ANALYTICS

Live dashboards provide instant visibility into call volumes, success rates, and recovery metrics

VoiceBot Workflow | Seamless End-to-end Collection Journey driven by AI

BOT REACH-OUT

The bot initiates contact with the debtor to begin the recovery process

CONVERSATION

AI recognizes intent and offers tailored payment solutions to the debtor

PAYMENT ARRANGEMENT

Bot handles payment links or schedules a pickup based on debtor choice

AUTHENTICATION

Bot greets the user, authenticates identity, and fetches account details

ESCALATION

Complex scenarios or disputes are seamlessly escalated to human agents

POST INTERACTION

Logs are updated in the CRM and next-step triggers are activated

Compliance & Security | Data Protection and Regulatory Compliance



ISO 9001:2015



DPIIT Recognized



ISO 27001

ClearDu is built to support **secure operations, controlled access, and regulatory-aligned workflows** for enterprise communication



Access & Control

- › Only authorized, DRA-certified users can access sensitive client data
- › Role-based access control (RBAC) ensures data privacy
- › 100% of interactions and data access events are logged



Data Security

- › Data security policies aligned with top-tier institution regulations
- › End-to-end encryption for data in transit and at rest
- › Robust infrastructure to provide an outstanding end-result



Certifications & Recognition

- › Recognized by DPIIT - Dept. for Promotion of Industry & Internal Trade
- › Registered under the Startup India initiative
- › Committed to transparent governance and innovation



THANK YOU!

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