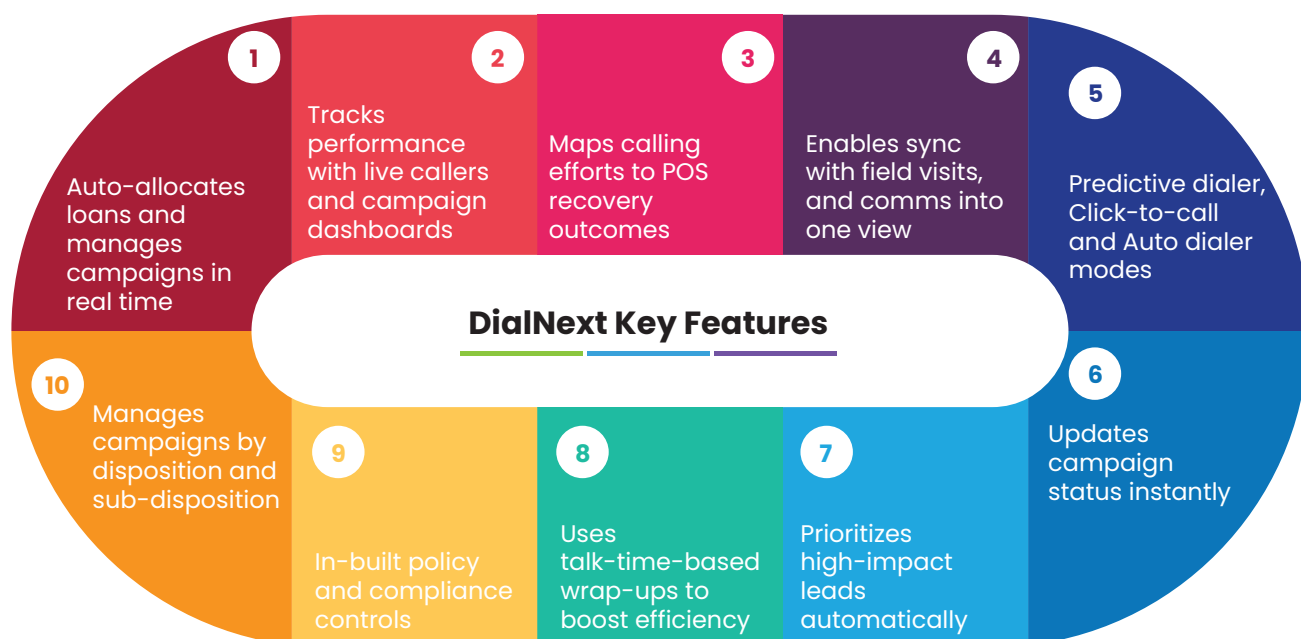




DialNext

AI-powered Predictive Dialer

DialNext dialer platform helps Banks, NBFC and Fintech lenders transform their calling for loan collections and other use cases. It is a comprehensive platform that enables automated and smarter inbound and outbound calling approaches to deliver higher team productivity and agility at an optimal cost. DialNext dialer combines AI power capabilities, integrated campaign workflows, and real-time dashboards to reduce inefficiencies and enhance contact center performance



Connect, Communicate and Collect with DialNext

| Outbound Calling



Automated campaign management workflows



Integrated payment journeys and 2-way WhatsApp chat



Reminder calls and follow-up triggers via digital communications

| Inbound Calling



Smart routing of incoming borrower calls



Efficient response handling via CRM integration

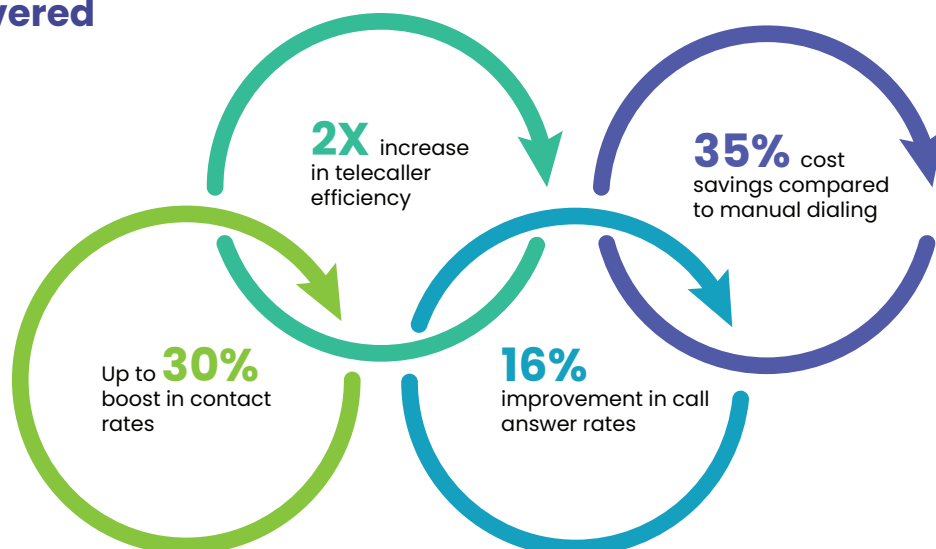


Call logs with full traceability and outcomes

DialNext in Action: Use Case Highlights

Use Case	How DialNext Helps
Early-stage Collections	Smart segmentation and auto-scheduling
PTP Follow-up	Automated re-calling and further flows based on response; Integrated with digital reminders
Bucket-wise Calling	Real-time wrap-up status, digital payment link sharing, settlement and repossession workflows
Legal Case Follow-ups	Follow-up calls for ODR hearing, notices, and legal case updates, synced with legal workflow tools
Field Visit Sync	Calls triggered on field team flags, missed visits, or escalations
Swara Voicebot Sync	Integrated conversations with seamless handover to telecallers

Impact Delivered



About Credgenics

Credgenics is the leading AI-powered debt collections and resolution platform, trusted by 150+ banks, NBFCs, MFIs, fintechs, and ARCs worldwide. Its advanced full-stack solution leverages predictive and generative AI to assess risk, segment borrowers, and craft personalized recovery strategies across the end-to-end collections lifecycle. Supporting all credit products across retail and MSME/SME portfolios, Credgenics empowers lenders to accelerate recoveries, optimize operational efficiency, and drive smarter collections at scale.



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