

Changing Customer Perceptions in the Collection Industry and the Rise of Self-Service, with Harry Strausser III

Welcoming a topmost expert for a brand new Season!

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/EINPresswire.com/ -- New year, new season and a whole lot of excitement for this [new episode](#)! What better way to kick-off a new series than by inviting one of the most experienced professionals from the Collection Industry with topics never debated before in our podcast.



Our [First Contact: Stories of the Call Center](#) podcast host, Christian Montes had the opportunity recently to meet with Harry Strausser III and learn about who he is, what he does, and the adventures that brought him here.

“

Empathy is one of the biggest keys that we have. The lives of the consumers they (the collectors) are talking to are not that different from the collectors making the phone call.”

Harry Strausser III

Harry prides himself in being a man of many experiences - being a second-generation collector, operator, educator, and President - a topmost expert with no shortage of experience under his belt.

The discussion flows around self-service and the importance of sharing and educating, new exciting horizons for the Collection Industry and much more!

Harry Strausser is one of the most widely-known individuals in the ARM landscape. With an experience of nearly half-century, Harry Strausser III is a well-respected voice of the collection industry and a certified ACA instructor, knowledgeable educator, and talented speaker.

So let's hear what he has to say - this is First Contact, Stories of the Call Center, episode 1 of Season 3 with Harry Strausser III, where you will learn about:

- Mentorship and How to Navigate Meaningful Decisions
- Embracing Technology and Assisting the ARM Industry on All Levels
- The Rise of Self-Service in the ARM Space
- Debt Collections: Changing Perceptions
- Moving Forward During COVID-19
- How to Retain Top Talent and Make WFH Enjoyable

FIRST CONTACT: Stories of the Call Center

Changing Customer Perceptions in the Collection Industry and the Rise of Self-Service

EPISODE 1
Season 3



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Contact Center Technology

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The NobelBiz webinar series aims to deliver monthly information-rich episodes that can teach you how to improve your Contact Center business.

Are you a proud member of the Contact Center industry? Do you want to impart your knowledge to our viewers? Do you know anyone who fits these criteria? Email us at mirela.otea@nobelbiz.com and let's set up a meeting.

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