

Customer Information **Collection**

Manage Collection Cases

Tasks

Tasks Group Title

- Task 1
- Task 2
- Task 3
- Task 4
- Task 5

Search

**Search Cases Accounts

Saved Search
Home Loan: Forclosure

Case ID

Advanced Search Reset

Manage

Manager Tasks

- Set-up
- Monitor
- Manage

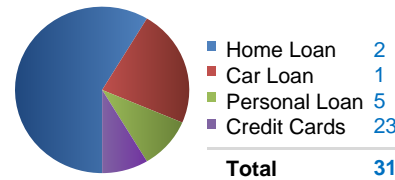
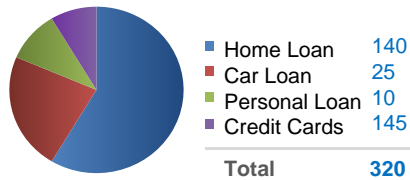
Collector Home **Manager Home**

Welcome

Work Item List Summary

Display Summary By
Case Type

Action Due Date
Today



Work Item List Summary

Case Information	Customer Name	Product Type	Overdue Amt.	Days Past Due	Suggested Next Action	Suggested Next Action Date
Case ID: 123456789012, Early Collections - 2nd Status	Iyer, Anand	Home Loan	\$5000.00	10	Call Customer	09/09/2011
Case ID: 123456789876, Early Collections - Initial Status	Deshmukh, Rahul	Car Loan	\$500.00	15	Send Legal Notice	15/09/2011
<p>Case Group EC-SYDNEY Account ID Type Loan Account Assigned To John Doe Account ID 00002828282 Customer ID Type FC Customer Customer ID 09099939393</p> <p>View Details</p>						
Case ID: 123456781111, Early Collections - 2nd Status	Iyer, Anand	Car Loan	\$1500.00	10	Call Customer	09/10/2011
Case ID: 123456782222, Early Collections - 2nd Status	Iyer, Anand	Car Loan	\$1500.00	10	Call Customer	15/10/2011

Alerts

List of Alerts

Favorites

Case Information	Customer Name	Product Type
Case ID: 123456789012, Early Collections - 2nd Status	Iyer, Anand	Home Loan
Case ID: 123456789876, Early Collections - Initial Status	Deshmukh, Rahul	Car Loan
Case ID: 123456781111, Early Collections - 2nd Status	Deshmukh, Rahul	Home Loan
Case ID: 123456782222, Early Collections - 2nd Status	Deshmukh, Rahul	Home Loan

Manage Collection Cases

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Search

**Search Cases
 Accounts

Saved Search

Case ID

|

Manage

Manager Tasks

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Search: Cases

Case Search Results

Actions	View	Case Information	Customer Name	Product Type	Overdue Amt.	Days Past Due	Suggested Next Action	Suggested Next Action Date
		Case ID: 123456789012, Early Collections - 2nd Status	Iyer, Anand	Home Loan	\$5000.00	10	Call Customer	09/09/2011
		Case ID: 123456789876, Early Collections - Initial Status	Deshmukh, Rahul	Car Loan	\$500.00	15	Send Legal Notice	15/09/2011
		Case Group EC-SYDNEY	Account ID Type Loan Account					
		Assigned To John Doe	Account ID 00002828282					
			Customer ID Type FC Customer					
			Customer ID 09099939393					
<input type="button" value="View Details"/>								
		Case ID: 123456781111, Early Collections - 2nd Status	Iyer, Anand	Car Loan	\$1500.00	10	Call Customer	09/10/2011
		Case ID: 123456782222, Early Collections - 2nd Status	Iyer, Anand	Car Loan	\$1500.00	10	Call Customer	15/10/2011

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**Search Cases
 Accounts

Saved Search
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Case ID

Advanced | Search | Reset

Manage

Manager Tasks

- Set-up
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Home **Search: Cases**

Search: Cases

Advanced Search Basic | Saved Search Home Loan: Forclosure

Case ID

Case Type Case Status

Pending Action Action Due Date

Users and Groups

Group User

Collection Properties

Overdue Amount From \$ To \$ Product Type Days Past Due

Search | Reset | Save...

Case Search Results

Actions View

Case Information	Customer Name	Product Type	Overdue Amt.	Days Past Due	Suggested Next Action	Suggested Next Action Date
Case ID: 123456789012,Early Collections - 2nd Status	Iyer, Anand	Home Loan	\$5000.00	10	Call Customer	09/09/2011
Case ID: 123456789876,Early Collections - Initial Status	Deshmukh, Rahul	Car Loan	\$500.00	15	Send Legal Notice	15/09/2011
<p>Case Group EC-SYDNEY</p> <p>Assigned To John Doe</p> <p>Account ID Type Loan Account Account ID 00002828282</p> <p>Customer ID Type FC Customer Customer ID 09099939393</p> <p style="text-align: right;">View Details</p>						
Case ID: 123456781111,Early Collections - 2nd Status	Iyer, Anand	Car Loan	\$1500.00	10	Call Customer	09/10/2011
Case ID: 123456782222,Early Collections - 2nd Status	Iyer, Anand	Car Loan	\$1500.00	10	Call Customer	15/10/2011

Manage Collection Cases

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Search

**Search Cases Accounts

Saved Search

Account Number Type

Account Number

|

Manage

Manager Tasks

- Set-up
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Search: Accounts

Account Search Results

Actions View

Account Information	Customer Name	Overdue Amt.	Account ID Type	Account ID	Customer ID Type	Customer ID		
<input type="checkbox"/> 9990876543	Iyer, Anand	\$500.00	Flexcube	00093939	FC Customer	01123223	<input type="button" value="v"/>	
<input checked="" type="checkbox"/> 9990887878	Deshmukh, Rahul	\$1500.00	Flexcube	00098778	FC Customer	01188688	<input type="button" value="v"/>	
Address 1003 Main Street City San Francisco Postal 94065 Division California		Product Information Home Loan Customer Relationship to Account Main Borrower Customer Information FC Customer						<input type="button" value="View Details"/>
<input type="checkbox"/> 9990856565	Iyer, Anand	\$1000.00	Flexcube	00095554	FC Customer	01166565		
<input type="checkbox"/> 9990895885	Iyer, Anand	\$5000.00	Flexcube	00090222	FC Customer	01198787	<input checked="" type="button" value="v"/>	

Customer Information **Collection**

Manage Collection Cases

Tasks

Tasks Group Title

- Create Promise to Pay
- Transfer Funds
- Setup Autopay
- Update Customer Details
- Create Customer Contact

Search

**Search Cases Accounts

Saved Search
Home Loan Accounts

Account Number Type
Any

Account Number
Value

Advanced | Search | Reset

Manage

Manager Tasks

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- Monitor
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Home **Case ID:12345678**

Summary History Collaterals

Account No. 013423-87654321 Party 32121356 - Ms Maude
 Product 645 - UBank Personal Loan No. of times in Collection 1
 Account Status Active Current Strategy Open - Call Customer - Low Risk
 Overdue Amount \$1000.00 Next Action Hold 5 Days - 20/07/2011
 Days Past Due 15

Parties on Account

Name	Relationship
John Smith	Main Borrower
Maude Cameron	Co-Borrower

[Personal Information](#)
[Contact Details](#)
[Linked Accounts](#)

Account No.	Product	Account Relation	In Collections	Strategy	Total Arrears	Outstanding Bal.
87979879	608 - Home Loan	Owner	No			\$150,000.00
9872949873	505 - Savings Account	Co Borrower	Yes	EC_LOW - Early Low Risk	\$200.00	\$1500.00

[Case Actions](#)

[Account Details](#)

[Case Details](#)

Change Case Status

Case Timeline

- Overdue Notice 1 Sent on 06/02/11
- Overdue Notice 2 Sent on 07/02/11
- Contact Customer on 09/02/11

Save Save and Close Cancel



Manage Collection Cases

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Manage

Manager Tasks

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Collector Home **Manager Home**

Welcome

 Setup Operations**Setup Operations**

- Run Set-up Wizard
- Define Collection Agents
- Define Collection Groups
- Define Case Type Assignment Rules
- Define Group Assignment Rules

 View / Monitor Performance**View / Monitor Performance Statistics**

- View Group Information
- View Collector Information by Group
- View Collector Information- Totals
- View Performance Activity Overview
- View All Active Cases and Case Types

 Some New Group of Tasks**Tasks Group Title**

- Task 1
- Task 2
- Task 3
- Task 4
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 Some New Group Of Tasks**Tasks Group Title**

- Task 1
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 Manage Work**View / Manage Workloads**

- Reassign a Case
- Reassign Collections Agent (Across Groups)
- View Work Summary
- Task 4
- Task 5

 Tools / Misc.**Create / Maintain Configuration Tools**

- Algorithm Type 1
- Algorithm Type 2
- Algorithm Type 3
- Installation Options
- Installation Algorithms

Question – should the user be able to create their own portlets based on their favorite searches and statistics?

Manage Collections Cases

<Tasks Pane>

Tasks Group Title

- Task 1
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Search

**Search Cases Accounts

Saved Search
Home Loan: Forclosure

Case ID

Advanced Search Reset

Manage

Manager Tasks


- Set-up
- Monitor
- Manage

<Accordion Panel>

Collector Home Manager Home


View All Cases types and Status by Division

[Return to Manager Portal](#)




Current Snapshots

- Group Workload
- Collector Workload
- Case Type Workload



Activity Summary

- Performed Actions / Results



Work Summary

- Workload Summary

Select Division

- All
- All Divisions
- Division 1
- Division 2
- Division 3
- Division 4

Case Type (optional)

Tree Table Sample

Type of Work	# Assigned	Value Assigned	# Unassigned	Value Unassigned	Action
Division 3					View Group
Case Type EC High Risk	400	\$550,000		\$200,000	View Group
Status					View Group
Send SMS				\$100,000	View Group
Send Letter				\$100,000	View Group
Phone					View Group
Case Type: EC Low Risk					View Group
Status					View Group
Send Letter					View Group
Send SMS					View Group

Rows Selected 1

Goes to Work Summary Overview and then Work Summary details to view by group and individual user.

Manage Collection Cases

- Tasks
- Tasks Group Title
 - Task 1
 - Task 2
 - Task 3
 - Task 4
 - Task 5

Search

**Search Cases Accounts

Saved Search: Home Loan: Forclosure

Case ID:

Advanced | Search

- Manage
- Manager Tasks
 - Set-up
 - Monitor
 - Manage

Group Workload Snapshot

[Return to Manager Portal](#)



Current Snapshots

- Group Workload
- Collector Workload
- Case Type Workload



Activity Summary

- Performed Actions / Results



Work Summary

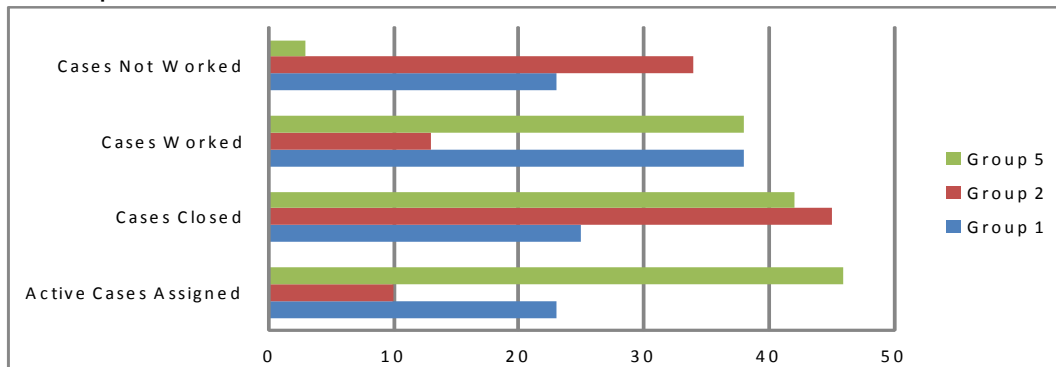
- Workload Summary

- Group 1
- Group 2
- Group 3
- Group 4

- Favorites
- Favorite 1
- Favorite 2
- Favorite 3

View by Group View by Time [Favorite Views](#) [+Add to Favorite Views](#)

Groups 1, 2, 5



<< Prev Week 3 Next >>

Group = none implies unassigned

Multi-select pick box – Selection of ALL is not allowed

Group actions:
Sample actions include:
"Change Assignment Rules"
Details (of individual group)

See Debbie slide 86 for Which account statistics to display

Tree Table Sample

Quantity Dollar Value

Actions	View	Format	Active Assigned	Closed	Worked On	Transferred	Not Worked	Action
<input type="checkbox"/>	Group 1		100	45	56		44	Action
<input type="checkbox"/>	Case type 1		100	45	56		44	Action
<input type="checkbox"/>	Status: Skiptrace		100	45	56		44	Action
<input type="checkbox"/>	Status: Send SMS		100	45	56		44	Action
<input type="checkbox"/>	Case Type 4		100	45	56		44	Action
<input type="checkbox"/>	Group 2		100	45	56		44	Action
<input type="checkbox"/>	Group 3		100	45	56		44	Action
<input type="checkbox"/>	Group 4		100	45	56		44	Action
<input type="checkbox"/>	Case Type 6		100	45	56		44	Action
<input type="checkbox"/>	Case Type 9		100	45	56		44	Action

Rows Selected Group 4

Assign to Group Assign to User Unassign from User

Still need screens for each of these group actions (work on multiple selected cases)

Sends to general pool of unassigned in the group

Customer Information **Collection**

Manage Collection Cases

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**Search Cases Accounts

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Home Loan: Forclosure

Case ID

Advanced | Search | Reset

Manage

Manager Tasks

- Set-up
- Monitor
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Collector Home **Manager Home**
Welcome

Work Item List Summary

[Return to Manager Portal](#)



Current Snapshots

- Group Workload
- Collector Workload
- Case Type Workload



Activity Summary

- Performed Actions / Results



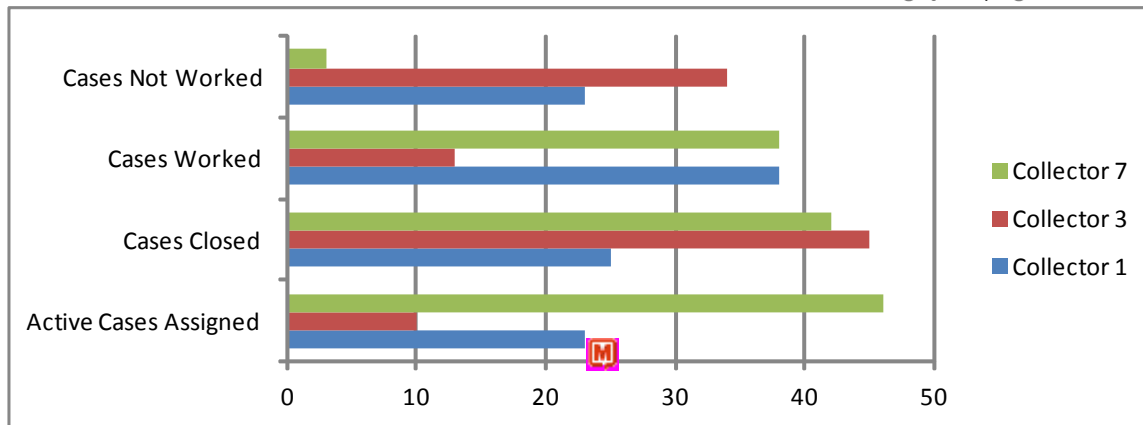
Work Summary

- Workload Summary

View by Collector View by Time Period

[Favorite Views](#)
[+Add to Favorite Views](#)

Quantity Dollar Value



<< Prev Week 3 Next >>

Group 1
Group 2
Group 3
Group 4

Favorites

- Favorite 1
- Favorite 2
- Favorite 3

Same Basic Statistics as would be collected and viewed at the group level

Tree Table Sample

Section	Active Assigned	Worked	Not Worked	Closed	Not Worked
Collector 1					Select Action
Collector 2					Select Action
Collector 3					Select Action
Collector 4					Select Action
Collector 5					Select Action
Collector 6					Select Action
Collector 7					Select Action
Collector 8					Select Action
Collector 9					Select Action
Collector 10					Select Action

Rows Selected 1

Sample actions include:
Move to another group
Assign new case
View Case Details...

Customer Information **Collection**

Manage Collection Cases

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Tasks Group Title

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Search

**Search Cases Accounts

Saved Search: Home Loan: Forclosure

Case ID:

Advanced | Search | Reset

Manage

Manager Tasks

- Set-up
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Collector Home **Manager Home**
Welcome

Work Item List Summary

[Return to Manager Portal](#)

Current Snapshots

- Group Workload
- Collector Workload
- Case Type Workload

Activity Summary

- Performed Actions / Results

Work Summary

- Workload Summary

Search Basic | Saved Search: My Search

Criteria 1: First Name

Criteria 2: Last Name

Criteria 3: As of Date

Search | Reset | Save... | Add Fields

Work Item List Summary

Name	Additional Info???	Action
Jim Smith		View Details
Bob Smith		View Details
Gerry Smith		View Details
Habib Smith		View Details
Caroline Smith		View Details
Peter Smith		View Details
Geraldine Smith		View Details
Harold Smith		View Details
Cathy Smith		View Details
Lynn Smith		View Details
Bart Smith		View Details

Select View Details and next page populates with alternative views of this Collector's information

Work items for Gerry Smith

Actions View Format

Select	Section	Number of Items	\$\$ Value	Group
<input type="checkbox"/>	Case Type 1			
<input type="checkbox"/>	Status 1			
<input type="checkbox"/>	Status 2			
<input type="checkbox"/>	Case Tyoe 2			
<input type="checkbox"/>	Status			

Assign to Group | Assign to User | Unassign from User

Sends to general pool of unassigned in the group

Still need screens for each of these group actions (work on multiple selected cases)

Manage Collection Cases

Tasks

Tasks Group Title

- Task 1
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Search

**Search Cases
 Accounts

Saved Search
 Home Loan: Forclosure

Case ID

Advanced | Search | Reset

Manage

Manager Tasks

- Set-up
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- Manage

Collector Home **Manager Home**
 Welcome

Work Item List Summary

[Return to Manager Portal](#)

Current Snapshots

- Group Workload
- Collector Workload
- Case Type Workload

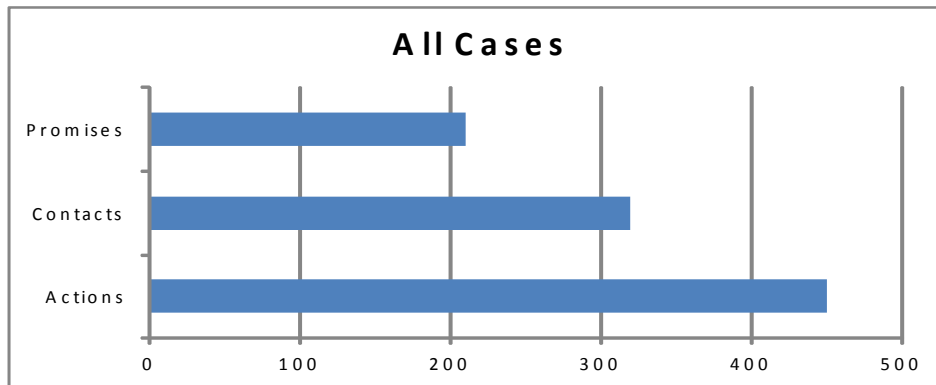
Activity Summary

- Performed Actions / Results

Work Summary

- Workload Summary

*Time Period



<< Prev Week 3 Next >>

Is there a need to specify other single case types rather than "All Cases"?

Work Item List Summary

*Activity Type

Promise Type	Total Number	Total Value (\$)
Promises Made	34	45,000
Promises Kept	28	38,000
Promises Broken	67	200,000

Case 1 – Activity Type = Promises

Customer Information **Collection**

Manage Collection Cases

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Advanced | Search | Reset

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Collector Home **Manager Home**
 Welcome

Work Item List Summary

[Return to Manager Portal](#)




Current Snapshots

- Group Workload
- Collector Workload
- Case Type Workload



Activity Summary

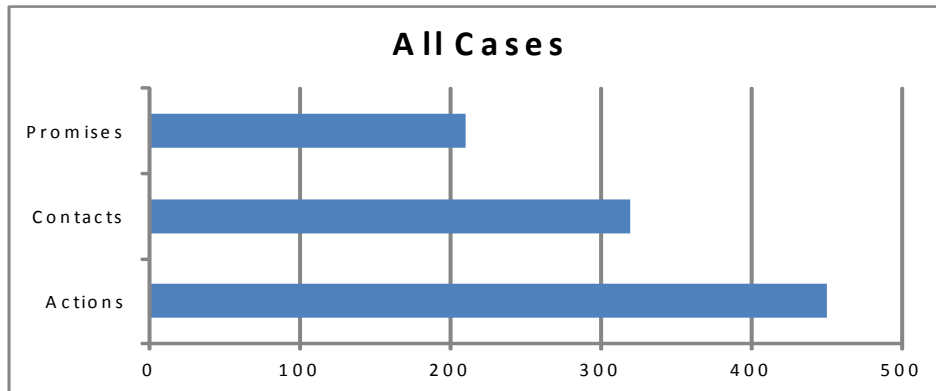
- Performed Actions / Results



Work Summary

- Workload Summary

*Time Period



Is there a need to specify other single case types rather than "All Cases"?

<< Prev Week 3 Next >>

View Summary by Activity Type

*Activity Type

Case 2 - Activity Type = Contacts

Tree Table Sample

Section	Number Sent	Total Cost
Letters	36	\$8,000.00
Reminder 1	36	\$8,000.00
Reminder 2	36	\$8,000.00
Template A	36	\$8,000.00
Template B	36	\$8,000.00
Template C	36	\$8,000.00
Air Conditioning	36	\$8,000.00
SMS	36	\$8,000.00

Rows Selected 1

Customer Information **Collection**

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Collector Home **Manager Home**
 Welcome

Work Item List Summary

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Current Snapshots

- Group Workload
- Collector Workload
- Case Type Workload



Activity Summary

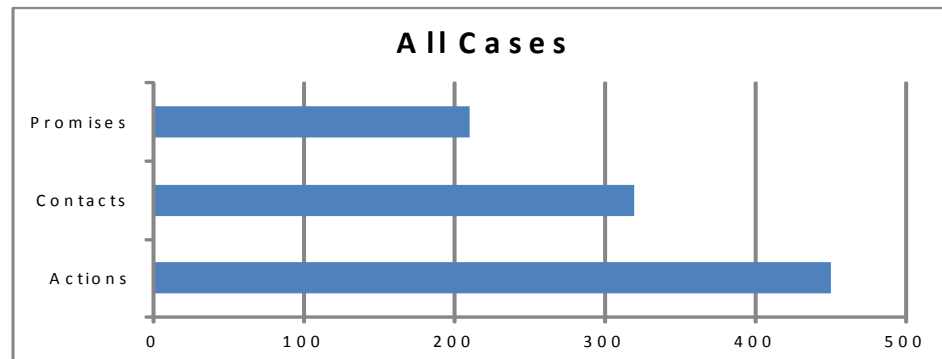
- Performed Actions / Results



Work Summary

- Workload Summary

*Time Period



<< Prev Week 3 Next >>

Is there a need to specify other single case types rather than "All Cases"?

Case 2 – Activity Type = Actions
 Progressive dropdown selection:
 Select Activity = Actions
 Select Action Category = Outbound
 Select Action Type = Outbound Call

View Summary by Activity Type

*Activity Type

*Action Category

*Action Type

Activity Type: Outbound Calls

Total Number = 245
 Total Cost = \$56,453.00

Result Category	Result Type	Number
PTP	Short Term	134
Disposition	Cooperative	254
Disposition	Non-Cooperative	745
None	None	23

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Collector Home **Manager Home**

Welcome

Work Item List Summary

[Return to Manager Portal](#)




Current Snapshots

- Group Workload
- Collector Workload
- Case Type Workload



Activity Summary

- Performed Actions / Results



Work Summary

- Workload Summary

*Case Type *Case State

Case Assignment Results

Section	Number Cases Assigned	Value of Assigned Cases (\$)	Action
Group 1			
User 1			
User 2			
User 3			
Group 2			
Group 3			
User 1			
No Group Assigned			
All Groups Combined			

Rows Selected 1

Only those status's that need assignment (i.e., Contact Customer). Status such as pending or waiting would not display.

Actions from Slide #85. Account Number, Name. Past Due \$, + Case number to link to.

Selecting a case type, a case status, and the "details" action brings you to the next page "Work Summary Detail Page"



Customer Information **Collection**

Manage Collection Cases

- Tasks

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- **Search Cases
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|

Manage

- Manager Tasks**
- Set-up
 - Monitor
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Collector Home **Manager Home**

Welcome

Work Item List Summary

[Return to Manager Portal](#)



- Current Snapshots**
- Group Workload
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 - Case Type Workload



- Activity Summary**
- Performed Actions / Results



- Work Summary**
- Workload Summary

Group 2 / User 1 (Case Type = 30 days overdue, Case Status = Contact Customer)

<input type="checkbox"/> Select	Account ID	Name	Case Information	Days Past Due	Past Due Amount (\$)	Action
<input type="checkbox"/>						Detail
<input type="checkbox"/>						Detail
<input type="checkbox"/>						Detail
<input type="checkbox"/>						Detail
<input type="checkbox"/>						Detail
<input type="checkbox"/>						Detail
<input type="checkbox"/>						Detail
<input type="checkbox"/>						Detail
<input type="checkbox"/>						Detail
<input type="checkbox"/>						Detail
<input type="checkbox"/>						Detail

Detail takes you to the initial Detailed Case View. Need to determine if there are any additional actions to take on a single case

User should be able to hyperlink to both the account and the case information directly from this table.

Still need screens for each of these group actions (work on multiple selected cases)

Sends to general pool of unassigned in the group