COLLECTIONS MODULE

Webcollect

Webcollect's Collections Module enables the dynamic segmentation of customers into different tiers with similar characteristics. For each of these segments a custom collection strategy is applied which drives the most optimal treatment for each account using Webcollect's Artificial Intelligence and Machine Learning algorithms.

ACCESS

- SOC Type 2 compliant platform
- Cloud or on-premise hosting
- Branding and single sign on for seamless access

ANALYTICS

- Configurable real-time performance dashboard
- AI and ML algorithms predict the customer's next payment date
- Bad debt analysis
- Weekly cash flow forecast
- Trending on all historical performance data
- Built in Reporting Module supports all ad hoc reporting needs

STRATEGY

- Intelligent account assignment based on team member skills
- Account segmentation and rule-based automation
- Dynamic strategies drive action based on predicted analysis of customer behavior
- Integrated workflows with automated follow up and escalation
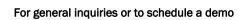
WORKFLOW

- Fully configurable pages and data grids based on user role
- Account hierarchy support - work at any account level for increased efficiency
- Promise, broken promise and partial payment monitoring
- Track response to calls made by team members
- External users notified of tasks and can respond via email
- Integration with phone systems for automated outbound and inbound calls

DOCUMENT STORAGE

- Integrated document management system supports a fully paperless environment
- Import PDF or automatically re-create invoice copies from raw billing data
- Drag and drop uploading of electronic documents

COMMUNICATION

- Customer notifications via email, fax or hard copy in any language based on predicted automation, custom campaigns or ad hoc
- All emails sent, received automatically managed within platform
- Template frequent notices with field level prompts and user input validation

- Track customer response and payments made against email notices sent
- Track customer response and payments made against follow up calls
- Scheduling of statements to customers

Webcollect

For general inquiries or to schedule a demo

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