

iCollAct:

Revolutionize the Way of Collection Management



What is iCollAct?

iCollAct is a cutting-edge debt collection management solution designed to help banks and financial institutions streamline recovery processes, enhance operational efficiency, and improve customer satisfaction. By integrating seamlessly with existing systems, iCollAct empowers collection teams to manage overdue accounts effectively through a unified, user-friendly interface.

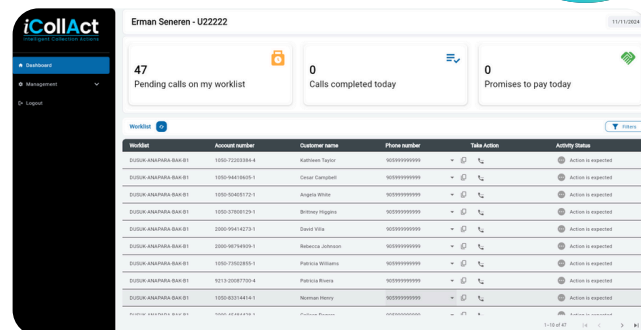


Figure 1: Agent Main Dashboard

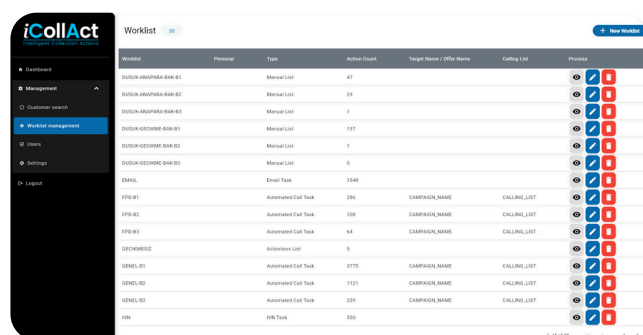


Figure 2: Worklists

How does iCollAct work?

iCollAct executes planned activities throughout the day based on the institution's dynamic strategies, taking actions (e.g., SMS, IVR, email, auto call) according to customer segments and account-level data. iCollAct achieves this through dynamic and manageable worklists. Dynamic worklists are one of iCollAct's powerful features, used to group customers, assign them to collection agents and teams, and define tasks. It also tracks outcomes and manages both auto and manual calls through bi-directional CTI integration.

Why is iCollAct Important?

As collection processes become more complex, efficiency becomes crucial for collection teams to manage interactions with customers effectively. iCollAct simplifies these processes and enables teams to oversee the entire collection cycle from a single, unified interface. This centralized approach boosts operational efficiency, reduces workload, and improves both financial results and customer satisfaction. Adopting customer-focused collection strategies not only drives better financial performance but also raises customer satisfaction to its peak.

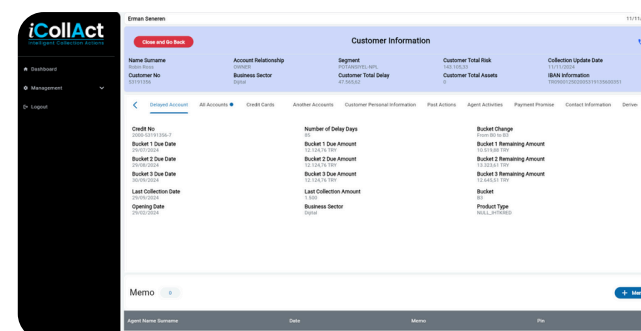


Figure 3: Customer Information

Key Features

- 1. Unified, User-Friendly Interface:** Easy access to all customer information and operations, enabling seamless management of all activities on a single screen without the need to switch between different applications.
- 2. Dynamic Worklists:** Worklists can be customized to manage task-specific scenarios and assigned to different collection teams.
- 3. Real-Time Data Access:** Instant access to up-to-date data via web service integrations, while Kafka ensures seamless data flow and rapid response throughout the collection process.
- 4. Bi-Directional Call Center Integration:** Supports bi-directional integration for inbound and outbound calls, allowing agents to manage both manual and automated calls via CTI integration.
- 5. Role-Based Authorization:** Ensures that agents can only access detailed information about the customer they are currently interacting with based on their assigned roles.

- 6. Integration of Historical Data:** Historical data is integrated into the system using iCollAct's migration tools, enabling all past collection actions to be tracked directly through iCollAct screens.
- 7. Instant Transaction Tracking and Duplicate Protection:** Utilizes WebSocket architecture to monitor transactions in real time, preventing duplicate actions such as redundant calls or customer updates.
- 8. Scalable Microservice Architecture:** Each task is managed by independent microservices, ensuring scalability and efficiency while delivering high performance with minimal resource consumption.
- 9. Intelligent Task Execution Scheduling:** Automatically schedules and distributes notifications (SMS, email) based on workload, optimizing the timing of bulk notifications to prevent operational bottlenecks.

Benefits

- **End-to-End Collection Process Management:**
 - Enables teams to oversee the entire collection cycle from a single interface, boosts operational efficiency, reduces operational workload, and improves both financial results and customer satisfaction.
- **Single-Screen Management:**
 - Integrates with surrounding systems, allowing agents to view all the information they need during customer interactions on a single screen.
- **Background Process Management:**
 - While users focus on customer relationships and debt collection, iCollAct manages processes, takes actions, and generates reports in the background.
- **Enhancing Customer Satisfaction:**
 - Prevents unnecessary interactions and calls with customers. By optimizing communication strategies, it enhances customer satisfaction.
- **Seamless Integration:**
 - Effortlessly integrates with existing systems, ensuring a smooth transition with zero disruption.

Technical Perspective

iCollAct is built on a modern, **microservices-based architecture running on Kubernetes**, ensuring scalability, reliability, and efficient resource utilization. It is also compatible with legacy environments managed in a monolithic structure.

While it performs core operations on its centrally located **PostgreSQL database**, it can also easily connect to surrounding databases. The system is designed to protect against known vulnerabilities and is rigorously tested for critical exposures and heavy workloads, ensuring top-tier security.

Solution Components

- **Collection Agent Interface:** Provides access to all necessary information and actions through a user-friendly interface. iCollAct screens are designed to optimize collection agent user experience by displaying all necessary customer information on a single screen, reducing the need for agents to switch between screens. In line with data regulatory requirements, agents can only access detailed information about the customer they are currently interacting with, ensuring data security.

- **Smart Decision Integration:** Integration with SAS Intelligent Decisioning enables real-time, dynamic management of collection strategies and rules. This integration allows collection teams to make data-driven decisions by analyzing customer behavior and risk factors. It facilitates the automatic adjustment of collection strategies based on changing circumstances, optimizing recovery efforts while maintaining a customer-centric approach.
- **CTI Integration:** iCollAct offers exceptional capabilities for call management, a crucial aspect of collection processes. Based on strategies and rules, it creates different call pools and sends them to your CTI for auto call. Before making a queued call, it performs a final check to avoid unnecessary duplicate calls by verifying payment, manual, or inbound call statuses.
- **Background Services:** Independent microservices are assigned to each task, with background services running in Kubernetes to execute tasks independently and monitor their outcomes. For instance, after sending an SMS, the system automatically tracks its delivery status. This allows agents to easily view whether the message was successfully delivered or not on the customer screen.
- **Administrative Tools:** iCollAct offers comprehensive management screens designed to empower administrative operations. Easily create and organize agent teams, manage dynamic worklists, and define actionable tasks tied to each list. With role-based access control, you can ensure agents only see the information relevant to their responsibilities during customer interactions, enhancing both efficiency and security.
- **Real-Time Data Monitoring:** iCollAct leverages Kafka integration to monitor relevant topics in real time, enabling dynamic execution of actions based on predefined strategy conditions. It continuously updates customer statuses and tracks payment commitments, ensuring agents and managers have instant visibility into whether a payment promise has been fulfilled or missed. Any updates to customer information, such as phone number changes in the core banking system, are seamlessly synchronized with iCollAct. Furthermore, before initiating any outbound call, the system reevaluates the customer's latest status to ensure the interaction is both timely and relevant, optimizing efficiency and enhancing the customer experience.
- **Historical Data Integration and Migration:** iCollAct imports and integrates historical data into its system, allowing all past collection actions to be tracked directly through iCollAct screens. This eliminates the reliance on legacy tools for accessing historical data.

- **Adaptable Service Integration Interfaces:** iCollAct features a highly adaptable interface designed for effortless integration with diverse systems. Whether it's retrieving real-time account and customer data, processing payment information, or dynamically calculating field values, our solution ensures smooth and efficient implementation. Additionally, it supports seamless data exchange and process automation, enabling you to trigger workflows and enhance operational efficiency with minimal effort.

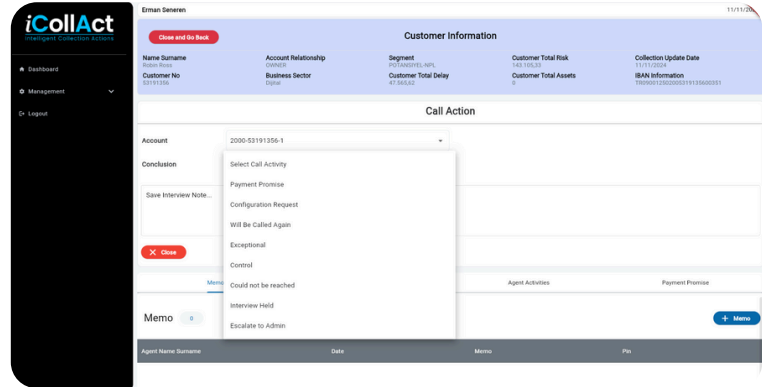


Figure 5: Agent Activities

Sample Screens

- **Figure 4: Collection Activity History:** View the detailed history of collection activities, tracking progress and interactions at every step.
- **Figure 5: Agent Activities:** The agent activities screen provides a list of actions that collection agents can take during a call. These include post-call actions such as “interview held”, “payment promise”, “couldn't be reached”, “will be called again” and more.
- **Figure 6: Payment Promise:** This screen allows agents to get payment promises made by customers.

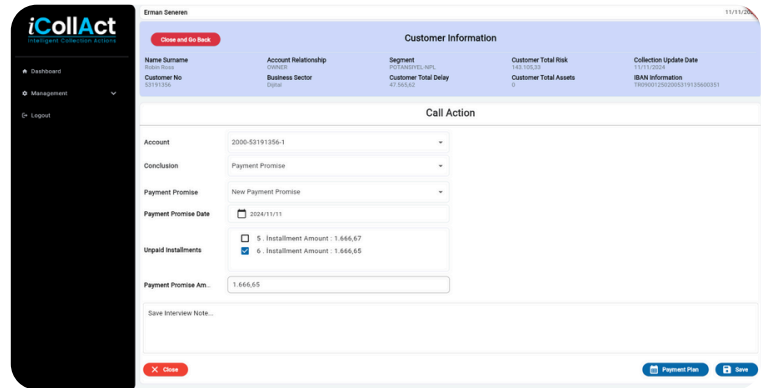


Figure 6: Payment Promise

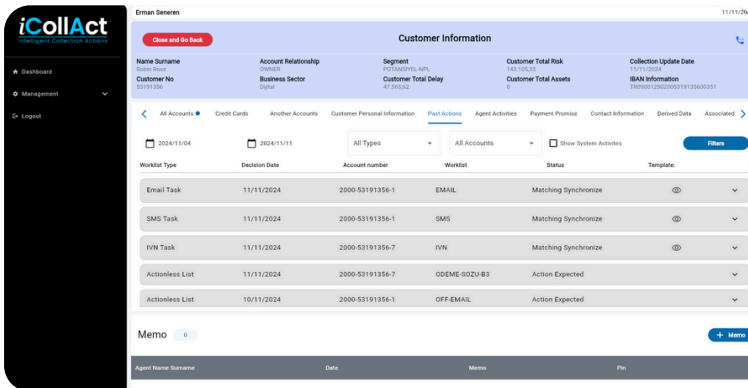


Figure 4: Collection Activity History

Contact us to learn more about how iCollAct can drive operational efficiency, enhance recovery rates, and improve customer engagement.