



# CloudCollect

## The Collections Application that will Transform Your Recovery Process

*“Finally a cloud collections app with industry best practices that’s integrated with our Salesforce Sales and Service Cloud”*

### Collections Made Easy

Mastering debt collection has become more important than ever. Successful companies manage their collections process with a repeatable and systematic workflow that documents critical information. At the same time this process needs to allow collectors enough flexibility for their own account management strategies.

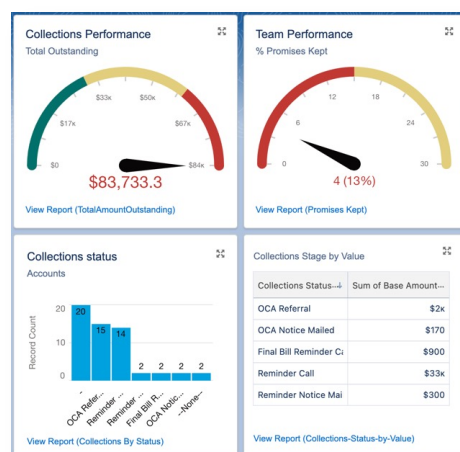
Your collections team needs an easy way to document their activities throughout the collections cycle and receive automatic reminders when to take action. To effectively manage the recovery process they need access to all customer communication notes and real-time billing information.

CloudCollect is a collections management application that implements industry best practices and enables your collectors to manage the entire collections cycle from a single application. It is based on the leading cloud computing platform from salesforce.com and provides collections functionality for customer care, billing transactions. CloudCollect integrates with Stripe for Payment processing.

Built-in CTI integration enhances the productivity of your collections team with automatic dialing and call distribution as well as logging of call information directly in the collections system.

### Improve Recovery Performance

- Implement a real-time collections strategy for your organization with agent assignment, scheduled emails, interest and late fee management
- Automate routine tasks and activities of your collections team to let them focus on recovery of critical accounts
- Automate dunning, escalations, status updates, payment processing, and outside collection agency assignment
- Track agent and customer performance to improve promise to pay metrics and response to collection actions



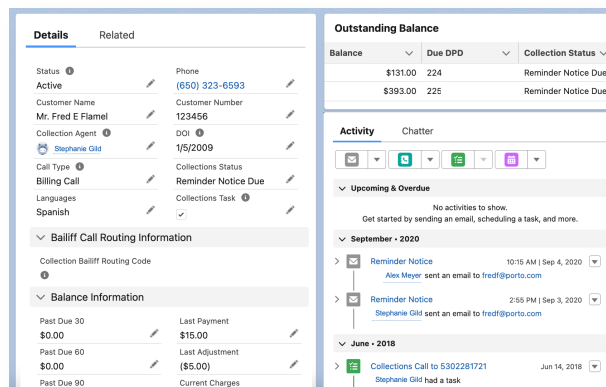


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### Increase Team Productivity

CloudCollect is designed to streamline and automate the entire collections cycle, offering a comprehensive platform for efficient collections management. The application is centered around a collections strategy tailored to your organization that leverages automatic triggers and workflows to optimize the activities of your collectors, ensuring an efficient collections process.



Details		Related	
Status	Active	Phone	(650) 323-6593
Customer Name	Mr. Fred E Flamel	Customer Number	123456
Collection Agent	Stephanie Gild	DOI	1/5/2009
Call Type	Billing Call	Collections Status	Reminder Notice Due
Languages	Spanish	Collections Task	

Outstanding Balance		
Balance	Due DPD	Collection Status
\$131.00	224	Reminder Notice Due
\$393.00	225	Reminder Notice Due

Activity	
Upcoming & Overdue	No activities to show. Get started by sending an email, scheduling a task, and more.
September - 2020	<ul style="list-style-type: none"> <li>Reminder Notice: Alex Meyer sent an email to fred@ports.com (10:15 AM   Sep 4, 2020)</li> <li>Reminder Notice: Stephanie Gild sent an email to fred@ports.com (2:55 PM   Sep 3, 2020)</li> </ul>
June - 2018	<ul style="list-style-type: none"> <li>Collections Call to 5302281721: Stephanie Gild had a task (Jun 14, 2018)</li> </ul>

Automate repetitive tasks such as dunning, escalations, status updates, payment processing, write-offs. Store detailed notes and attachments for each activity. Maintain a record of all interactions, facilitating better communication among team members. Integrate your CTI system for automatic dialing, call distribution, and logging.

#### Key Features:

**Functionality:** Automated dunning, escalations, status updates, payment processing, interest, late fees, and outside collection agency assignment.

**Integration:** Fully integrated with Salesforce.com; easy API integration with your billing and backend systems; Payment processing using Stripe; CTI integration; unique capability to upload Excel billing files.

**Security:** Robust security based on the Salesforce Cloud platform.

**Scalability:** Designed to accommodate the growing needs of your organization from 100 to 1,000,000 collection actions per year.

**Quick Implementation:** Implementing and customizing CloudCollect on your Sales or Service Cloud takes just a few weeks.

### Optimize Your Collection Cycle

Tailor CloudCollect to fit your organization's unique collections strategy. Implement individual account treatment strategies by customizing workflows and fields.

Leverage real-time dashboards to track your recovery performance. Gain valuable insights into customer payment behavior and responses to the recovery efforts of your team. Monitor commitments and track compliance with agreed-upon payment plans.

CloudCollect helps you take your collections process to a whole new level. Optimize the efficiency of your collectors and significantly increase your recovery rate. [Request a demo today](#) to see how CloudCollect can transform your collections management.

