

# ORACLE ADVANCED COLLECTIONS

## KEY FEATURES

- Configurable scoring elements, customer metrics, and collections strategies
- Dynamic strategy changing
- Pre-configured correspondence templates
- Streamlined customer and transaction management
- Efficient payment processing
- Streamlined payment and promise tracking
- Automatic work assignment and correspondence execution
- Simplified setup and system maintenance
- Pre-configured Scoring Elements, Customer Metrics, Collections Strategies and Correspondence Templates

*Oracle® Advanced Collections allows you to collect more money faster and with less effort through streamlined processes that apply the best collections method to customers at the right time. Oracle Advanced Collections is part of Oracle's Credit to Cash solution which helps you improve cash flow, increase efficiencies, optimize customer relationships and instill corporate and fiscal discipline.*

### Get a More Accurate and Complete View of Customer Information

Oracle Advanced Collections increases collections efficiency by bridging the gap between back-office transactional data and front-office customer management processes. Easy navigation and a filtering tool that organizes large amounts of transactional data provide agents with all the information they need to manage each customer. Historical information about interactions, correspondence, payments, promises, disputes and adjustments; notes written during previous collections activities; even aging data and customer metrics are available at selected levels.

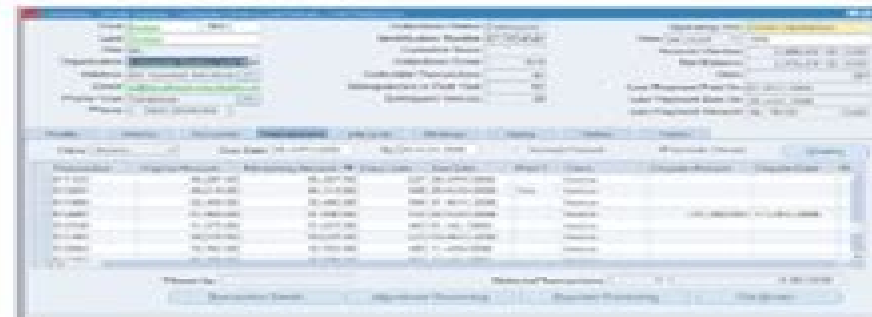


Figure 1: View collections data at the operating unit, customer, account, bill-to-site or transaction level.

Payments, disputes, adjustments, and promises to pay are easily captured and automatically tracked; broken promises are automatically assigned for timely follow-up. Using single collections agent assignment or complex collections territory definitions, actionable work is automatically pushed to collections agents or agent groups. Additional functionality supports 'pre-delinquency' and 'later-stage delinquency' flows to ensure that nothing slips through the cracks and every collectible transaction is properly handled.

Truly effective collectors have all the customer information they need in a single

# Oracle Advanced Collections Student Guide

**N Noddings**



## **Oracle Advanced Collections Student Guide:**

Delve into the emotional tapestry woven by in Dive into the Emotion of **Oracle Advanced Collections Student Guide** . This ebook, available for download in a PDF format ( \*), is more than just words on a page; it's a journey of connection and profound emotion. Immerse yourself in narratives that tug at your heartstrings. Download now to experience the pulse of each page and let your emotions run wild.

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