

Call Screen

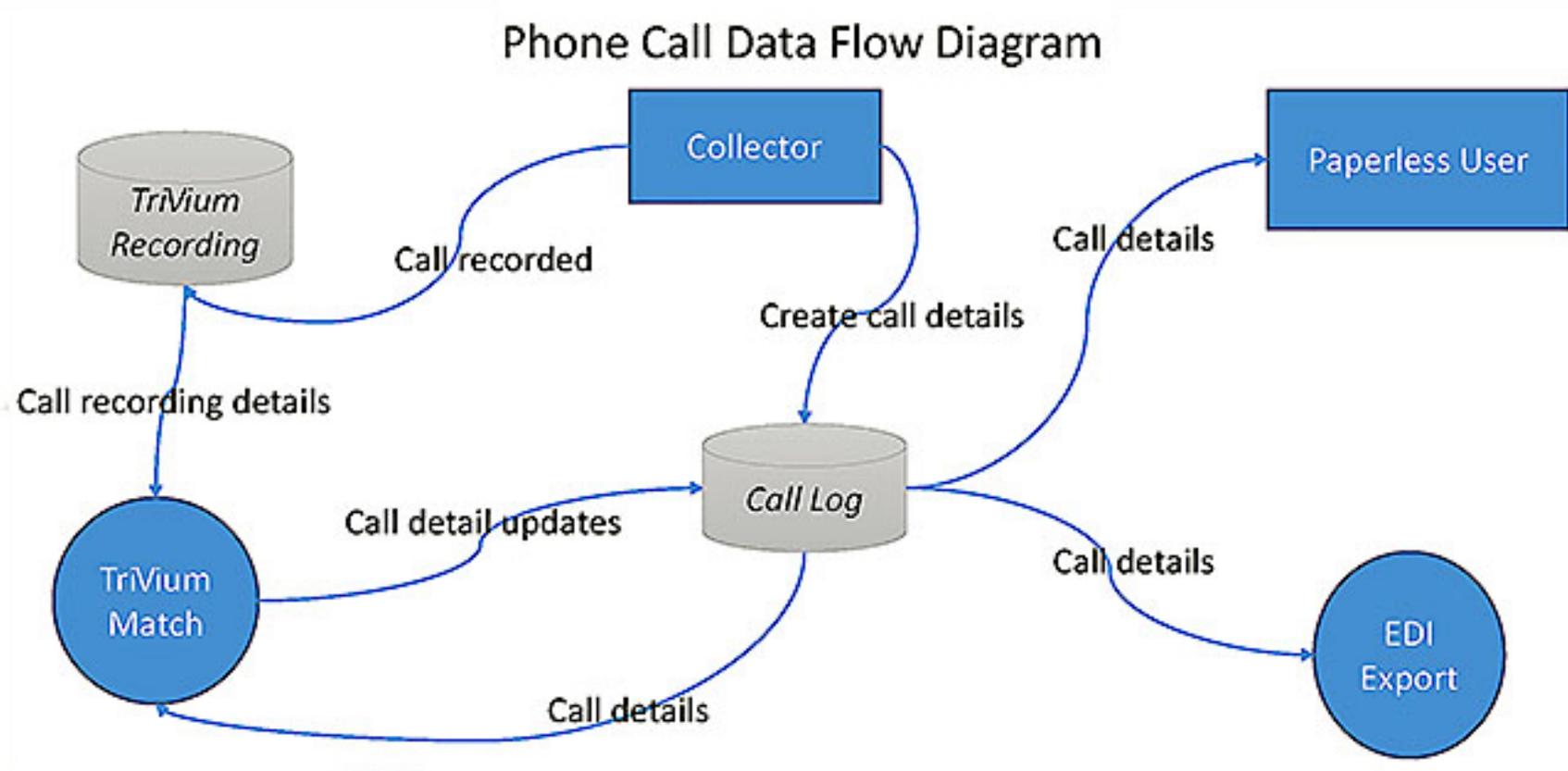
Presented by: Luis Gomez



Collector's Call Screen Overview

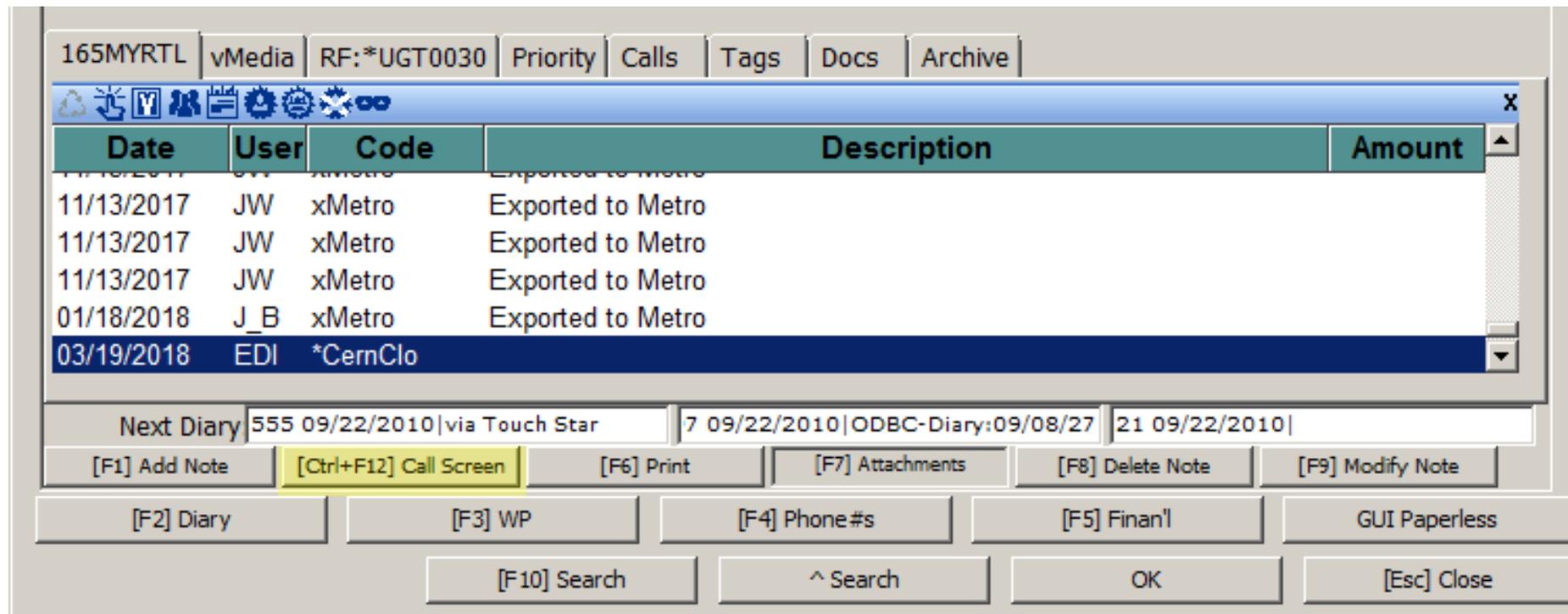
- Utilized for all contact attempts made to a consumer or any party related to a consumer such as:
 - Employer, Bank, Adversary Attorney, CCCS or other parties that specifically relate to the debtor
- All calls are logged into the Paperless Notes with a default system note that can be used to determine call results for EDI clients.
- Track the number of contact attempts in a given day.
- Provides the “Contact Results”
 - Right Party contact, Spouse, Left Message etc.
- Input a “Promise to Pay”
 - Logs “Call Results” in the “Consumer Correspondence” section of the screen

Trivium Integration



Start a Call

- Open the Paperless screen of a claim
 - **[Ctrl+F12 Start Call]** to access the Collector's Call Screen.



Call Screen Toolbar

- Icons are mapped to keyboard shortcuts.
- Shift = +10
 - Sample F18 = Shift – F8
- Ctrl = +20
 - Sample F25 = Ctrl – F5



- [F1] Call Started
- [F2] End Call
- [F4] Edit Phone Number
- [F25] Pause Call
- [F16] Payment Schedule
- [F18] Talk Off Scripts
- [F12] Edit Debtor Information
- [F11] Claim Summary Rpt

Start Call Tab

- Displays the phone information for all the consumers on the claim.
- Use the search & mouse to pick the desired phone #.
 - Use F4 Edit Phone # to edit consumer phone #'s
 - F12 – Edit Debtor
 - The desired phone # must be on the claim, you may use related parties as appropriate.
- Update Contact Information including
 - Consent
 - Preferred contact information
 - Preferred language.
- Select Contact Results
 - Depending on choice, you will be asked to name the person you talked with.

Call Screen: 165MYRTL

Start Call | Call Result | Paperless | Call Log | Infinity |

Search | Time Zone: CST | Early: 09:00:00 | Late: 22:00:00 | Call Start: 09:38:22

Name	Phone	Type	Consent	Resp Party	Relation
STARK/NED	Cease & Desist	Primary Telephone	W	Y	MAIN
STARK/NED	Cease & Desist	Second Telephone		Y	MAIN
STARK/NED	Cease & Desist	Fax Number		Y	MAIN
Peoples Bank	716/589-4444 xOPT 3-1-2	Bank	n/a		MAIN

Debtor No: 1 | Last Contact: | Calls Today: 0 | Calls This Week: 0

Contact Information

Contact: STARK/NED
Spoke With: | Telephone: Cease & Desist | Type: Primary Telephone
Consent: W | Consent Type: |
Pref Contact: | Between: | and: | Language: |

Contact Result

Right party contact
 Spouse
 Authorized Third party
 Unauthorized Third party
 No Contact

Verified By

Address
 Social security #
 Date of birth
 Full name
 Phone number
 Other

Call Type

Inbound
 Outbound
 Dialer
 Other

Call Disclosures

Inform call recorded
 Call not recorded
 Not Attorney
 mini-Miranda read
 3rd party liability
 Debt Collector
 Non-Liable
 OK to Speak With
 Credit Bureau

Claim Information

Creditor: Bryan's Test Forwarder
Orig Creditor: |
Last Paid Date: 08/19/2011 | Last Paid Amount: 25.00
Next Pay Date: | Next Pay Amount: 0.00

Balance Information

Thru: 05/23/2018
Placed: 20500.00
Charges: 0.00
Int: 12.00 % | 30935.28
Credits: 25.00
Total Due: 51410.28

[F1] Restart Call Time | [F2] End Call | [Alt+P] Pause Call | [Esc] Cancel

Start Call Tab (Continued)

- Select all appropriate Call Disclosers
 - We will cover CALL_SCREEN.INI/CUSTOM
- Select all appropriate Verified By
- Select Appropriate Call Type
- Claim & Balance Information is provided
- Remember you may use the Toolbar
 - Pause Call Ctrl-F5 / Alt-P
 - Ctrl-F12 to return to Call Screen
 - Shift-F6 Payment Calculator
 - F18 – Talk-Off Scripts
 - F12 – Edit Debtor
 - F11 – Claim Summary

Name	Phone	Type	Consent	Resp Party	Relation
<input checked="" type="checkbox"/> STARK/NED	Cease & Desist	Primary Telephone	W	Y	MAIN
<input checked="" type="checkbox"/> STARK/NED	Cease & Desist	Second Telephone		Y	MAIN
<input checked="" type="checkbox"/> STARK/NED	Cease & Desist	Fax Number		Y	MAIN
Peoples Bank	716/589-4444 xOPT 3-1-2	Bank	n/a		MAIN

Debtor No: 1 Last Contact: Calls Today: 0 Calls This Week: 0

Contact Information
Contact: STARK/NED
Spoke With: Telephone: Cease & Desist Type: Primary Telephone
Consent: W Consent Type: Pref Contact: Between: and: Language:

Contact Result
 Right party contact
 Spouse
 Authorized Third party
 Unauthorized Third party
 No Contact

Verified By
 Address
 Social security #
 Date of birth
 Full name
 Phone number
 Other

Call Disclosures
 Inform call recorded
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[F1] Restart Call Time [F2] End Call [Alt+F] Pause Call [Esc] Cancel

Start Call Tab (Continued)

- Time Zones by Zip Code & Area Code will be used to mask Phone #'s and warn the collector.

Name	Phone	Type	Consent	Resp Party	Relation
STARK/NED	Cease & Desist	Primary Telephone	W	Y	MAIN
STARK/NED	Cease & Desist	Second Telephone		Y	MAIN
STARK/NED	Cease & Desist	Fax Number		Y	MAIN
Peoples Bank	716/589-4444 xOPT 3-1-2	Bank	n/a		MAIN

Debtor No: 1 Last Contact: Calls Today: 0 Calls This Week: 0

Contact Information
Contact: STARK/NED
Spoke With: Telephone: Cease & Desist Type: Primary Telephone
Consent: W Consent Type: Pref Contact: Between: and Language:

Contact Result
 Right party contact
 Spouse
 Authorized Third party
 Unauthorized Third par
 No Contact

Verified By
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 Social security #
 Date of birth
 Full name
 Phone number
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Call Type
 Inbound
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Balance Information
Thru: 05/23/2018
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[F1] Restart Call Time [F2] End Call [Alt+P] Pause Call [Esc] Cancel

of Attempts

- See: **Call_Screen.INI/Custom**
- [MAX_ATTEMPTS_TODAY]
 - Governs the # of attempts allowed daily
- [MAX_ATTEMPTS_WEEK]
 - Governs the # of attempts allowed weekly
- [MAX_CONTACTS_WEEK]
 - Governs the # of attempts successful contacts weekly
- Multi-State allows you to pick values by State
 - DEFAULT also supported.

Talk-Off Scripts

- F:\CLSINC\CALL_SCREEN
 - \Clients
 - Specify ##### ,Sort Code or EDI Type (IE C_CON or TRAK)
- ||TITLE:
 - Title used to be displayed when selecting talk off scripts.
 - Or the title will be the name of the HTML document.
- Similar to Claim Summary, use “\SQL VARIABLES\” to populate values.
- Add Key Words to file name for Defaults
 - PRESUIT
 - POSTSUIT
 - JUDGMENT
 - BANKRUPTCY
 - DECEASED
- Script will generate an HTM document that may contain any valid custom HTM.

Call_Results Tab

- Consumer Correspondence Section
 - Field Level Events may be utilized to trigger diary codes
 - Comments, queue, add new etc.
 - See Call_Screen.ini/Custom
 - [CALL_RESULT.Result Code]
- Payment Options Section
 - Each option may have additional information
 - Promise2Pay – Payment by Diary Code
 - 1099 Notification
 - Settled in Full
 - See Call_Screen.ini/Custom

The screenshot displays a software interface for the 'Call Results Tab'. At the top, there is a navigation bar with tabs for 'Start Call', 'Call Result', 'Paperless', 'Call Log', and 'Infinity'. Below this, the interface is divided into three main sections:

- Consumer Correspondence:** A list of checkboxes for various call outcomes. The 'Verbal dispute' option is currently selected and highlighted in blue. Other options include 'Broken promises', 'Verbal complaint', 'Wrong number', 'Manager escalation', 'Number not in service', 'Represented by attorney', 'No answer', 'Notified of DCS', 'Line busy', 'Notified of death', 'Wrong party contact', 'Request written communication only', 'Consumer hung up', 'Do not call list', 'Title Company Contact', 'Left message with person', 'Verified Employer', 'Left message on voice mail', 'Research Required', 'Left Zortman message on voice mail', 'Refused Verification', 'Left Foti message on voice mail', 'Departmental Transfer', 'Will call back', and 'Other'.
- Payment Options:** A list of radio buttons for payment status: 'Promise to pay', 'Payment plan', 'Quick payment', 'Paid in full', 'Settled in full', and 'No payment'.
- Note Options:** A list of checkboxes for additional notes: 'Received summons', 'Received demand', 'Received Bank garn', and 'Received POE garn'.

Call_screen.ini defaults

- See: **Call_Screen.INI/Custom**
- [DEFAULTS]
 - Contact.Result
 - Call.Type
 - Language
 - Promise2Pay
 - 1099Notification

Call_screen.ini defaults

- See: **Call_Screen.INI/Custom**
- [CALL_RESULT._____]
 - Setup FLE for each event
 - Diary.add
 - Diary.del
 - Paper.add
 - Paper.Comment

Call_screen.ini defaults

- See: **Call_Screen.INI/Custom**
- [REQUIRE_MINI_MIRANDA]
 - Itemize the Call Result Options that requires Mini Miranda to be read to the caller.
- [REQUIRE_CALL_RECORDING]
 - Itemize the Call Result Options that requires the caller must be informed the call is recorded.
- [REQUIRE_CALL_RESULT]
 - If selecting one of these Contact Results, a consumer correspondence must be selected.

Call_screen.ini defaults

- See: **Call_Screen.INI/Custom**
- [CALL_RESULT_OPTIONS]
 - Allows you to control the order and Call Result Option Description.

Call_Log.ini

- See: **Call_Log.ini**
 - **Warning Not User Serviceable**
 - Defines the behavior of the call screen **[Look don't touch!]**
- [PREFERRED_CONTACT_METHOD]
- [CALL_RESULT]
- [PREFERRED_LANGUAGE]

Call_Log.ini

- See: **Call_Log.ini**
 - **Warning Not User Serviceable**
 - Defines the behavior of the Call Screen [**Look don't touch!**]
- [TRIVIUM.AGENT_RESULT]
- [TRIVIUM.LANGUAGE]
- [TRIVIUM.CONTACT_TYPE]
- [TRIVIUM.CONTACT_RESULT]
- [TRIVIUM.CONSUMER_CORRESPONDENCE]
- [TRIVIUM.PIF_TYPE]
- [TRIVIUM.SIF_TYPE]

Call_Log.ini

- See: **Call_Log.ini**
 - **Warning Not User Serviceable**
- Defines the behavior of the Call Screen [**Look don't touch!**]
- **[TRAK.RESULT]**
- **[YGC.PCODE]**
- **[vX.PCODE]**

Call_Log.ini

- See: **Call_Log.ini**
 - **Warning Not User Serviceable**
 - Defines the behavior of the Call Screen [**Look don't touch!**]
- **[vX.Inbound.AdvaFile]**
- **[vX.Inbound.Consumer.RPC.001]**
- **[vX.Inbound.Consumer.RPC.002]**
- **[vX.Inbound.Consumer.RPC]**
- **[vX.Inbound.Consumer.Spouse]**
- **[vX.Inbound.Employer]**
- **[vX.Inbound.Insuranc]**
- **[vX.Inbound]**

Call_Log.ini

- See: **Call_Log.ini**
 - **Warning Not User Serviceable**
 - Defines the behavior of the Call Screen [**Look don't touch!**]
- **[vX.Outbound.AdvaFile]**
- **[vX.Outbound.Consumer.RPC]**
- **[vX.Outbound.Consumer.Spouse]**
- **[vX.Outbound.Employer]**
- **[vX.Outbound.Insuranc]**
- **[vX.Outbound]**

Call_Log.ini

- See: **Call_Log.ini**
 - **Warning Not User Serviceable**
 - Defines the behavior of the Call Screen [**Look don't touch!**]
- **[DISCIWE.CALL_TO_FROM]**
- **[DISCIWE.CALL_TYPE]**
- **[DISCIWE.CALL_RESULT]**



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