Oracle® Banking Collections Cloud Service

Transactions User Guide

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Preface

This user guide helps you to perform various day to day transactions to manage a delinquent account for collections, using the transactions pages provided under **Collections** menu.

- Purpose
- Audience
- Documentation Accessibility
- Diversity and Inclusion
- Related Resources
- Conventions
- Screenshot Disclaimer
- Acronyms and Abbreviations
- Basic Actions
- Symbols and Icons

Purpose

This guide is designed to help acquaint you with the Transaction User Guide application. This guide provides answers to specific features and procedures that the user need to be aware of the module to function successfully.

Audience

This guide is intended for the users of Oracle® Banking Collections Cloud Service application.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc.

Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info or visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs if you are hearing impaired.

Diversity and Inclusion

Oracle is fully committed to diversity and inclusion. Oracle respects and values having a diverse workforce that increases thought leadership and innovation. As part of our initiative to build a more inclusive culture that positively impacts our employees, customers, and partners, we are working to remove insensitive terms from our products and documentation. We are also mindful of the necessity to maintain compatibility with our customers' existing technologies and the need to ensure continuity of service as Oracle's offerings and industry standards evolve. Because of these technical constraints, our effort to remove insensitive terms is ongoing and will take time and external cooperation.

Related Resources

For more information, see these related Oracle resources:

- *Oracle Banking Collections Getting Started User Guide*
- *Oracle Banking Collections Maintenance User Guide*

Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
italic	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
`monospace`	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

Screenshot Disclaimer

Personal information used in the interface or documents is dummy and does not exist in the real world. It is only for reference purposes.

Acronyms and Abbreviations

The list of the acronyms and abbreviations that are used in this guide are as follows:

Table 1 Acronyms and Abbreviations

Abbreviation	Description
DDA	Demand Deposit Accounts
ECA	External Credit Approval
EOD	End of Day
IBAN	International Bank Account Number

Basic Actions

The basic actions performed in the screens are as follows:

Table 2 Basic Actions

Actions	Description
New	Click **New** to add a new record. The system displays a new record to specify the required data. The fields marked with asterisk are mandatory. • This button is displayed only for the records that are already created.
Save	Click **Save** to save the details entered or selected in the screen.
Unlock	Click **Unlock** to update the details of an existing record. The system displays an existing record in editable mode. • This button is displayed only for the records that are already created.
Authorize	Click **Authorize** to authorize the record created. A maker of the screen is not allowed to authorize the same. Only a checker can authorize a record. • This button is displayed only for the already created records. For more information on the process, refer Authorization Process.
Approve	Click **Approve** to approve the initiated record. • This button is displayed once the user click **Authorize**.
Audit	Click **Audit** to view the maker details, checker details of the particular record. • This button is displayed only for the records that are already created.
Close	Click **Close** to close a record. This action is available only when a record is created.
Confirm	Click **Confirm** to confirm the action performed.
Cancel	Click **Cancel** to cancel the action performed.
Compare	Click **Compare** to view the comparison through the field values of old record and the current record. • This button is displayed in the widget once the user click **Authorize**.
View	Click **View** to view the details in a particular modification stage. • This button is displayed in the widget once the user click **Authorize.**
View Difference only	Click **View Difference only** to view a comparison through the field element values of old record and the current record, which has undergone changes. • This button is displayed once the user click **Compare**.
Expand All	Click **Expand All** to expand and view all the details in the sections. • This button is displayed once the user click **Compare**.
Collapse All	Click **Collapse All** to hide the details in the sections. • This button is displayed once the user click **Compare**.
OK	Click **OK** to confirm the details in the screen.

Symbols and Icons

This guide has the following list of symbols and icons.

Table 3 Symbols and Icons - Common

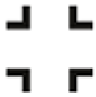
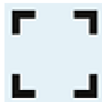
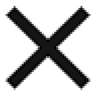
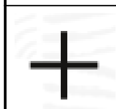
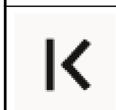
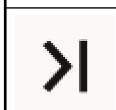
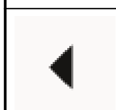
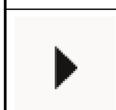
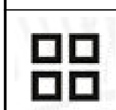
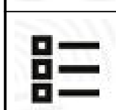
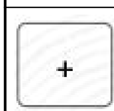
Symbol/Icon	Function
	Minimize
	Maximize
	Close
	Perform Search
	Open a list
	Add a new record
	Navigate to the first record
	Navigate to the last record
	Navigate to the previous record
	Navigate to the next record
	Grid view
	List view
	Refresh
	Click this icon to add a new row.

Table 3 (Cont.) Symbols and Icons - Common

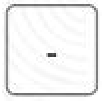
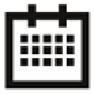
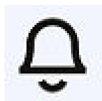
Symbol/Icon	Function
	Click this icon to delete a row, which is already added.
	Calendar
	Alerts

Table 4 Symbols and Icons – Audit Details

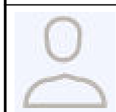
Symbol/Icon	Function
	A user
	Date and time
	Unauthorized or Closed status
	Authorized or Open status
	Rejected status

Table 5 Symbols and Icons - Widget

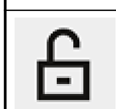
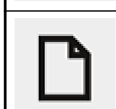
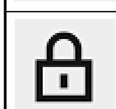
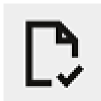
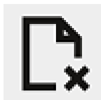
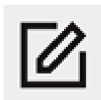
Symbol/Icon	Function
	Open status
	Unauthorized status
	Closed status

Table 5 (Cont.) Symbols and Icons - Widget

Symbol/Icon	Function
	Authorized status
	Rejected status
	Modification Number

1 Introduction

Oracle® Banking Collections Cloud Service facilitates you to manage the delinquent accounts and cases created on the customers of these accounts. It helps you to perform various transactions for recovery of amount due from the customers.

You can perform the following key transactions:

- Dashboard based on logged in user role.
- Search and keep track of cases that are in Open status.
- View detailed information of cases and accounts linked to the case.
- View customer related information.
- View details of all tasks related to cases and add ad hoc tasks.
- Create and track Promise to Pay for the promises made by customer to repay the due amount.
- View list of activities performed on the accounts linked to the case.
- Create public or private notes for the accounts or customer related to the case.
- View details of the payments received on an account.
- View Fees and Charges applied on the account.
- Send manual email and letters to the customer.
- Enable or remove specialized process on the account and capture additional information.
- Upload the documents relevant to account and customer.
- View list of tasks assigned to you and performs actions on the same.
- Self service capability for field agents to access application on mobile friendly devices & tables to view their worklist & perform actions.
- Define vendors in the system and allocate the account and related tasks to them.
- Generate and send settlement offers and track payments against the offer.
- Generate the outbound extract file to be shared with external dialer systems

2

Collector Dashboard

This topic provide information about the Collector Dashboard.

Collector Dashboard facilitates the collectors to manage and track the work assigned. It facilitates collectors to view various details, such as details of key KPIs, current tasks, and upcoming promises. Once you login, collector dashboard is displayed by default. If you login with Supervisor role, the dashboard displays the performance and task related data for all the sub-ordinates

Collector Dashboard consists of the following widgets:

- Key Performance Indicators
  This topic provide information about the Key Performance Indicators.
- Current Tasks
  This topic describes the systematic instructions to Current Tasks.
- Upcoming Promises
  This topic describes the systematic instructions to Upcoming Promises.
- Task Aging
  This topic describes the systematic instructions to Task Aging.
- Tasks History
  This topic describes the systematic instructions to Task History.
- Collection History
  This topic describes the systematic instructions to Collection History.

2.1 Key Performance Indicators

This topic provide information about the Key Performance Indicators.

This widget displays information of the key performance indicators of the logged-in collector or the team (if supervisor) for a specific time period.

Table 2-1 Key Performance Indicators

Field Name	Description
Total Contact	Displays the count of all tasks that the logged-in user or the team (if supervisor) has worked on.
No of Accounts Handled	Displays the number of accounts contacted by the collector or the team (if supervisor).
Right Party Contact Rate	Displays the percentage of right party contacted by the collector or the team (if supervisor).
Promise to Pay Rate	Displays the count of individual calls resulting in a promise by a borrower.
Promise Kept Rate	Displays the percentage of promises kept by the borrower.
Collection Liquidation Rate	Displays the percentage of total amount collected by the collector or the team (if supervisor) against total amount assigned for collections.
First Call Resolution	Displays the number of accounts resolved by the collector or the team (if supervisor) with a single call.

2.2 Current Tasks

This topic describes the systematic instructions to Current Tasks.

This widget displays a pie-chart depicting the percentage and count of tasks assigned to you or the team (if supervisor) that are in open or in-progress status.

2.3 Upcoming Promises

This topic describes the systematic instructions to Upcoming Promises.

This widget displays details of the upcoming promises.

Table 2-2 Upcoming Promises

Field Name	Description
Due Today	Displays the count of active promises captured by the collector or the team (if supervisor), with promise date equal to current business date. It also displays the sum total of promised amount for all these promises.
Tomorrow	Displays the count of active promises captured by the collector or the team (if supervisor), with promise date equal to current business date plus one day. It also displays the sum total of promised amount for all these promises.
Next 3 Days	Display the count of active promises captured by the collector or the team (if supervisor), with promise date earlier than or equal to current business date plus three days. It also displays the sum total of promised amount for all these promises.
Next 7 Days	Display the count of active promises captured by the collector or the team (if supervisor), with promise date earlier than or equal to current business date plus seven days. It also displays the sum total of promised amount for all these promises.
Promised Amount	Displays the total promised amount that the collector or the team (if supervisor) is expected to collect.
Total Promise To Pay	Displays the count of PTP captured by the collector or the team (if supervisor).

2.4 Task Aging

This topic describes the systematic instructions to Task Aging.

This widget displays a bar chart depicting the aging of different tasks assigned to you or the team (if supervisor) that are in started status. You can view task aging for tasks related to all the segments or a particular segment.

The bar chart shows the count of tasks on the Y axis that are open since the specific time period mentioned on the X axis. Each bar in the chart represents the count of an individual task that is open since the specific time period as mentioned on the X axis.

2.5 Tasks History

This topic describes the systematic instructions to Task History.

This widget displays all the task types performed by you or the team (if supervisor) during a specific period along with the count of tasks. You can select the required period for which you want to view the task history.

If you click  corresponding to a task type, it displays a pie chart depicting the percentage of each task carried out by collector for the task type. For task type as Call, it also depicts a pie chart depicting the results captured by the collector for the task type.

2.6 Collection History

This topic describes the systematic instructions to Collection History.

This widget displays the collection history of the accounts assigned to the collector or the team (if supervisor). It displays a pie chart depicting the historical performance of the collector. The pie chart shows the unique account-case count by comparing the amount due for collections versus the actual collections made during the selected period.

The pie chart displays the following legends:

- Fully Collected: Depicts the percentage of accounts on which the total amount received against the promise is equal to the total promised amount.
- Partially Collected: Depicts the percentage of accounts on which the total amount received against the promise is less than the total promised amount.
- Not Collected: Depicts the percentage of accounts on which no amount is received against the promised amount.

3 Case Search

This topic provide information about the Case Search.

The **Case Search** page facilitates you to search for all the cases that are in Open status. You can quickly search for a case using the account number, customer number, or case number. You can also search for cases based on advance search criteria, such as product processor, segment, or collection status.

Using this page, you can navigate to the Case Summary page to view detailed information of a case.

Table 3-1 Field Description: Case Search

Field Name	Description
<Search By Account Number or Customer Number or Case Number>	Indicates the account number, customer number, or case number. **Note:** You must enter any one of the search criteria.
Advance Search	This section helps you to search for cases or accounts using advance search criteria. **Note:** You must specify at least one of the search criteria.
Product Processor	Indicates the product processor.
Segment	Indicates the segment associated with the case. **Note:** You can select multiple segments. If you specify segment as a search criteria, search results display only those cases for which the selected segment is active on any of the accounts linked with the case.
Overdue Amount	Indicates the range in which the overdue amount of the account exists. **Note:** You can specify both or either of the minimum and maximum overdue amount. However, maximum amount must be greater than the minimum amount specified.
Days Past Due	Indicates the range in which the number of days past due on the account exists. **Note:** You can specify both or either of the minimum and maximum number of days past due. However, maximum number of days must be greater than the minimum number of days specified.
Collection Status	Indicates the collection status. **Note:** You can select multiple collection statuses. If you specify collection status as a search criteria, search results display only those cases for which the selected collection status is active on any of the accounts linked with the case.
Sort By	Indicates the option based on which the search results should be sorted. The options are: • **Days Past Due** • **Overdue Amount** **Note:** By default, **Days Past Due** is selected.
Search Results	This section displays the search results based on specified search criteria.
Case Number	Displays the case number. Click the <Case Number> link to navigate to **Case Summary** page.

Table 3-1 (Cont.) Field Description: Case Search

Field Name	Description
Customer Number	Displays the customer number.
Customer Name	Displays name of the customer.
Account Number	Displays the account number related to the case.
Overdue Amount	Displays the overdue amount on the account.
Segment	Displays the segment to which the account is associated.
Days Past Due	Displays the days past due on the account.

- Searching for Cases
  This topic provide information about the Searching for Cases.

3.1 Searching for Cases

This topic provide information about the Searching for Cases.

You can search for all the cases that are in Open status using quick search or advance search criteria.

To search for a case:

1. From the main menu, navigate to **Collections** and then click **Case Search.**
2. Do either of the following:
   - For quick search, enter the search criteria in the <Search By Account Number or Customer Number or Case Number> field.
   - For advance search:
     a. Click >.
     b. In the **Advance Search** section, select the product processor from **Product Processor** list.
     c. In the **Segment** field, select the segment from **Segment** list.
     d. In the **Overdue Amount** field, enter the range in which the overdue amount of the account exists.
     e. In the **Days Past Due** field, enter the range in which the number of days past due on the account exists.
     f. In the **Collection Status** field, select the collection status of the case.
     g. From the **Sort By** list, select the option based on which the search results should be sorted.
3. Click **Search.**

   The search results appear. It displays list of all open cases based on the specified search parameters.
4. In the **Case Number** column, click the <Case Number> link corresponding to the required account number to navigate to **Case Summary** page.

   The Case Summary page appears with the account in context.

4 Case Summary

This topic provide information about the Case Summary.

This **Case Summary** page facilitates you to view and manage a case. It displays all the information related to a case and helps you to perform various tasks.

When details of delinquent accounts are received in Oracle Banking Collections application, cases are automatically created by the system. Cases are created on the primary customer of the account.

> **Note:**
>
> You can navigate to **Case Summary** page using the Case Search page or Task Summary page.

The **Case Summary** page consists of the following widgets and in this list, there are **Quick Links** widget on Notes, Payments, Documents, History, and Enable Specialized Process to facilitate respective actions.

- Case
- Account
- Customer
- Tasks
- Promise to Pay
- Activity
- Communication Details
- Notes
- Payments
- Documents
- Enable Specialised Process
- Settlement
- History

4.1 Case

This widget displays the case specific details, such as case ID, date on which the case was created, overdue amount of all the accounts associated with the case, and status of the case.

You can view the list of accounts associated with the case and the customers associated with each account.

Table 4-1 Field Description: Case

Field Name	Description
Case	This widget displays details of the case. It displays details of the accounts associated with the case, and customers associated with the accounts.
<Case ID>	Displays the case ID.
<Primary Customer Name>	Displays the name of the primary customer associated with the case.
Overdue Amount	Displays the total overdue amount of all the accounts associated with the case.
Score	Displays the collection score of the customer.
Creation Date	Displays the date on which the case was created.
Cases Till Date	Displays the count of all the cases that were created against the customer and closed till date.
Promise	Displays the count of all the Promise to Pay (PTP) created on the accounts associated with the case. It displays the count of PTPs in following statuses: • **Active:** Count of PTP that are active. • **Broken:** Count of PTP that were broken by the customer. • **Kept:** Count of PTP that were fulfilled by the customer.

If you click , the **Case Summary** section is displayed.

Table 4-2 Field Information: Case Summary

Field Name	Description
Case Id, <Customer Name>	Displays the case ID and name of the primary customer.
Case Details	This section displays the basic details of the case.
Case Description	Displays the description of the case.
Status	Displays the status of the case.
Creation Date	Displays the date on which the case was created.
Collection Score	Displays the collection score of the customer.
Account	This section displays the list of accounts associated with the case.
<Account Number>	Displays the account number associated with the case.
<Product Sub Type>	Displays the product sub type of the account.
Case Linkage Date	Displays the date on which account was linked to the case.
Segment	Displays all the current segments linked to the account.
Total Outstanding	Displays the total amount outstanding on the account.
Overdue Amount	Displays the overdue amount on the account.
Days Past Due	Displays the days past due on the account.
Source System	Displays the product processor from where the account is received.
Customers	This section appears if you click **Linked Customer** corresponding to an account. It displays the list of customers associated with the account.
<Customer ID>	Displays the customer ID.
<Customer Name>	Displays the name of the customer.
Relationship	Displays the relationship type of the customer with the account. For example, Joint & First.

Table 4-2 (Cont.) Field Information: Case Summary

Field Name	Description
Gender	Displays the gender of the customer.
Type	Displays the type of customer. For example, Individual.
Phone	Displays the preferred phone number of the customer.
Email	Displays the preferred email address of the customer.
Address	Displays the preferred address of the customer.

The **Customer Details** section is displayed if you click **View More** corresponding to a customer in **Customers** section. It displays detailed information about the customer.

Table 4-3 Field Description: Customer Details

Field Name	Description
Case ID, <Customer Name>	Displays the case ID and name of the customer.
Customer Details	This section displays details of the customer.
<Product Sub Type - Account Number>	Indicates the product sub type and account number. The list displays all the account numbers associated with the case. **Note:** The account number appears masked based on configurations defined.
<Account Status> < Overdue Amount>	Displays the account status and overdue amount on the account.
<Customer Name - Customer ID>	Displays the customer name and customer ID associated with the selected account. **Note:** The list displays the customer name and ID of the customers associated with the selected account. You can select the required customer name and ID to view the related details.
<Relationship>	Displays the customer's relationship with the account.
Communication Details	This tab displays communication details of the customer.
Phone	Displays the phone numbers of the customer. For example, Home Mobile, Work Mobile, and Landline Home. It also indicates if the customer has given consent to receive follow-up calls and alert messages on phone. The following icons are displayed next to a phone number: • : Hover over to view call preference details. • : Indicates that the customer has given consent to receive alert messages on the particular phone number. • : Indicates that it is the preferred phone number of the customer to receive follow-up calls. If you want to modify the phone details, click <add edit> icon.
Email	Displays the email address of the customer. For example, Home Email and Work Email. It also indicates if the customer has given E-Sign consent to receive alert emails on the electronic mailing address. It displays corresponding to the preferred email address of the customer.
Address	Displays the address details of the customer and the month and year since when the customer is located at the mentioned address.

Table 4-3 (Cont.) Field Description: Customer Details

Field Name	Description
Social Networking	Displays the social networking profile IDs of the customer. **Note:** This field is displayed only if this information is available for the customer.
Messenger	Displays the messenger ID of the customer for messaging application. **Note:** This field is displayed only if this information is available for the customer.
Call Advice	This section appears if you hover over in the **Phone** field. It displays the call preference details of the customer that helps you to decide whether you can call the customer for a follow up call at the current time.
Customer's Time	Displays the current time in the customer's time zone for the contact number. **Note:** This field does not display any details if the customer's time zone is not available.
Permission To Call	Displays whether the customer has given permission to the bank for follow up calls. It displays the following icons that help you to decide whether you can call the customer for a follow up call at the current time: • : Indicates that you can call the customer. • : Indicates that you cannot call the customer. **Note:** These icons are displayed only if the customer's time zone details are available.
Preferred Time - Weekdays	Displays the start time and end time of the period during which the customer can be contacted during weekdays. It displays the following icons that help you to decide whether you can call the customer for a follow up call at the current time: • : Indicates that you can call the customer. • : Indicates that you cannot call the customer. **Note:** These icons are displayed only if the customer's time zone details are available.
Preferred Time - Weekends	Displays the start time and end time of the period during which the customer can be contacted during weekends. It displays the following icons that help you to decide whether you can call the customer for a follow up call at the current time: • : Indicates that you can call the customer. • : Indicates that you cannot call the customer. **Note:** These icons are displayed only if the customer's time zone details are available.
Do Not Disturb	Displays the Do Not Disturb (DND) start date and end date. It displays the following icons that help you to decide whether you can call the customer for a follow up call at the current time: • : Indicates that you can call the customer. • : Indicates that you cannot call the customer. **Note:** These icons are displayed only if the customer's time zone details are available.
Phone	This dialog box appears if you click edit icon next to phone details.
Landline Personal	Displays the personal landline number, preferred call timings on weekdays and weekends, and the Do Not Disturb (DND) period.
Landline Work	Displays the work landline number, preferred call timings on weekdays and weekends, and the Do Not Disturb (DND) period.

Table 4-3 (Cont.) Field Description: Customer Details

Field Name	Description
Mobile Personal	Displays the personal mobile number, preferred call timings on weekdays and weekends, and the Do Not Disturb (DND) period.
Add Phone	This section appears if you click plus icon.
Type	Indicates the type of phone number.
Number	Indicates the phone number.
Permission to contact	Indicates whether customer has given permission to contact on the phone number. The options are: • **Yes** • **No**
Call timing on weekday	Indicates time period for phone call on a weekday.
Call timing on weekend	Indicates time period for phone call on a weekend.
Do not disturb	Indicates the DND period for phone call.
Alerts	Indicates whether customer has given permission to receive alerts on the phone number. The options are: • **Yes** • **No**
Virtual Call	Indicates whether customer has given permission for virtual call. The options are: • **Yes** • **No**
Employment Details	This tab displays employment details of the customer. **Note:** The companies that the customer has previously worked with are marked as **Previous** and the current company is marked as **Current.** By default, all the companies are displayed. If you want to view details of only the current employer, switch on the **Only Current Employer** toggle.
<Company Name>	Displays the name of the company. It also indicates whether the company is current or previous company of employment of the customer.
<Designation>	Displays the designation of the customer with the company. **Note:** The information for this field is displayed only if it is available.
Type	Displays the employment type of the customer. For example, Salaried and Self Employed.
Industry	Displays industry in which the customer is employed. **Note:** The information for this field is displayed only if it is available.
Start Date	Displays the start date of employment with the company.
End Date	Displays the end date of employment with the company. **Note:** The value for this field is blank for current employer.
Additional Details	This tab displays the additional details of the customer.
Additional Details	Displays the additional information related to customer.
User Defined Fields	Displays the user defined fields.

4.2 Account

This widget displays details of the accounts associated with the customer. Based on the account in context, the widget displays various details, such as overdue amount on the account, days past due on the account, collaterals attached with the account, and the total amount outstanding on the account.

Table 4-4 Field Description: Account

Field Name	Description
<Product Sub Type - Account Number>	Indicates the product sub type and account number. The status of the account is also displayed corresponding to the selected account number. The list displays all the account numbers linked to the case. The widget displays details for the account number selected in the list. **Note:** The account number appears masked based on configurations defined.
Collection Status	Displays the collection status of the account. Specialized link is displayed if any of the specialized status is applied on the account.
Overdue Amount	Displays the overdue amount on the account. A Fee indicator is displayed if the fees are applied on the account.
Days Past Due	Displays the days past due on the account.
Collateral	Displays description of all the collaterals attached to the account.
Promise	Displays count of all the Promise to Pay (PTP) created on the account. It displays the count of following PTPs: • **Active:** Count of PTP that are active. • **Broken:** Count of PTP that were broken by the customer. • **Kept:** Count of PTP that were fulfilled by the customer.
Last Payment of <Amount> on <Date of Payment>	Displays the amount and date of last payment received on the account.

If you click , the **Account Summary** section is displayed.

Table 4-5 Field Description: Account Summary

Field Name	Description
Case ID, <Customer Name>	Displays the case ID and name of the customer.
Account Details	This section displays the details of the account. It displays details for the account number selected in the <Product Sub Type - Account Number> list.
<Product Sub Type - Account Number>	Indicates the product sub type and account number. The list displays all the accounts numbers linked to the case.
Overdue	Displays the overdue amount on the account.
Summary	This section displays the summary of the account.
Title	Displays the account title associated with the account number.
Days Past Due	Displays the number of days past due on the account.
Overdue Amount	Displays the overdue amount on the account.
Total Outstanding	Displays the total outstanding amount on the account.
Source System	Displays the product processor to which the account belongs.

Table 4-5 (Cont.) Field Description: Account Summary

Field Name	Description
PTP Record	Displays count of all the PTPs created on the account. It displays the count of following PTPs: • **Active:** Count of PTP that are active. • **Broken:** Count of PTP that were broken by the customer. • **Kept:** Count of PTP that were fulfilled by the customer.
Branch	Displays the name of the branch with which the account is associated.
Collection Status	Displays the collection status of the account. **Note:** If you click **View History, Collection Status** section is displayed.
Address	Displays the address where the account is located.
Past Delinquency	Displays the number of times the account has been delinquent in the past.
Additional Details	This section displays the additional details of the account.
Loan Amount	Displays the amount of loan availed on the account and the current rate of interest. **Note:** This field is displayed only for a loan account.
Last Due Date	Displays the due date of last installment. **Note:** This field is displayed only for a loan account.
Frequency	Displays the frequency of repayment of installment by the customer on the loan amount. **Note:** This field is displayed only for a loan account.
Loan Maturity Date	Displays the loan closure date as per the repayment schedule. **Note:** This field is displayed only for a loan account.
Next Installment	Displays the amount of next installment along installment due date. **Note:** This field is displayed only for a loan account.
Credit Card No	Displays the credit card number. **Note:** This field is displayed only for Credit Card account.
Card Limit	Displays the limit of credit card. **Note:** This field is displayed only for Credit Card account.
Last Due Date	Displays the due date of the last unpaid bill missed by the customer. **Note:** This field is displayed only for Credit Card account.
Account Limit	Displays the limit of account. **Note:** This field is displayed only for overdraft account and LOC account.
Limit Expiry Date	Displays the expiry date of the limit. **Note:** This field is displayed only for overdraft account and LOC account. For LOC account, you can also view the bill details.
<Bill Details>	This section appears if you click in the **Limit Expiry Date** field. **Note:** This section is displayed only for LOC account.
Bill Date	Displays the date on which the bill was raised.
Payment Due Date	Displays payment due date of the bill.
Minimum Amount Due	Displays the minimum amount due on the bill.
Total Amount Due	Displays the total amount due on the bill.
Collection Status	This section is displayed if you click **View History** in **Collection Status** field. It displays details of the collection statuses set on the account.
Status	Displays the collection status of the account.
Creation Date	Displays the date on which the collection status was set on the account.
Closed Date	Displays the date on which the collection status was closed on the account.

Table 4-5 (Cont.) Field Description: Account Summary

Field Name	Description
User	Displays the user name of the collector who updated the collection status of the account.
Fees & Charges	This section displays the Fees and Charges applied on the account.
Fee Date	Displays the date on which the fee is applied on the account.
Reference No	Reference number of the transaction.
Fee Type	Displays the type of fee applied on the account.
Fee Sub-Type	Displays the sub-type of the fee applied on the account.
Fee Amount	Displays the fee amount applied on the account.

Table 4-6 Field Description: Specialized Process

Field Name	Description
Case ID, <Customer Name>	Displays the case ID and name of the customer.
Account Details	This section displays the details of the account based on the account number selected in the below <Product Sub Type - Account Number> field.
<Product Sub Type - Account Number>	Indicates the product sub type and account number. The list displays all the accounts numbers linked to the case.
<Segment>	Displays the list of active specialized segments on the account.
<Strategy>	Displays the list of strategies of the segment selected.
<Summary>	This section displays all the data capture fields and their values linked to the selected strategy via the tasks. The task name is displayed as the header. The additional fields configured for the tasks are displayed in the section below with their respective values (if captured) by the collector.

4.3 Customer

This widget displays details of the customers associated with the account number selected in the **Accounts** widget. It displays various customer details, such as the customer ID, phone number, address, and email.

Table 4-7 Field Description: Customer

Field Name	Description
<Customer Name>	Indicates the name of the customer. The list displays the names of the customers associated with the account selected in the **Account** widget. The customer type is displayed adjacent to the customer name.
Customer ID	Displays the customer ID and relationship type of the customer with the account.

Table 4-7 (Cont.) Field Description: Customer

Field Name	Description
Phone	Displays the preferred phone number of the customer. If you hover over , the **Call Advice** section appears. **Note:** The value in this field appears masked, based on configurations defined.
SSN	Displays the social security number of the customer. **Note:** The value in this field appears masked, based on configurations defined.
Email	Displays the preferred email address of the customer. **Note:** The value in this field appears masked, based on the configurations defined.
Address	Displays the preferred address of the customer. **Note:** The value in this field appears masked, based on the configurations defined.
Call Advice	This section appears if you hover over in the **Phone** field. It displays the call preference details of the customer that helps you to decide whether you can call the customer for a follow up call at the current time.
Customer's Time	Displays the current time in the customer's time zone for the contact number. **Note:** This field does not display any details if the customer's time zone is not available.
Permission To Call	Displays whether the customer has given permission to the bank for follow up calls. It displays the following icons that help you to decide whether you can call the customer for a follow up call at the current time: • : Indicates that you can call the customer. • : Indicates that you cannot call the customer. **Note:** These icons are displayed only if the customer's time zone details are available.
Preferred Time - Weekdays	Displays the start time and end time of the period during which the customer can be contacted during weekdays. It displays the following icons that help you to decide whether you can call the customer for a follow up call at the current time: • : Indicates that you can call the customer. • : Indicates that you cannot call the customer. **Note:** These icons are displayed only if the customer's time zone details are available.
Preferred Time - Weekends	Displays the start time and end time of the period during which the customer can be contacted during weekends. It displays the following icons that help you to decide whether you can call the customer for a follow up call at the current time: • : Indicates that you can call the customer. • : Indicates that you cannot call the customer. **Note:** These icons are displayed only if the customer's time zone details are available.

Table 4-7 (Cont.) Field Description: Customer

Field Name	Description
Do Not Disturb	Displays the Do Not Disturb (DND) start date and end date. It displays the following icons that help you to decide whether you can call the customer for a follow up call at the current time: • : Indicates that you can call the customer. • : Indicates that you cannot call the customer. **Note:** These icons are displayed only if the customer's time zone details are available.

If you click , the **Customer Summary** section is displayed.

Table 4-8 Field Description: Customer Details

Field Name	Description
Case ID, <Customer Name>	Displays the case ID and name of the customer.
Customer Details	This section displays details of the customer.
<Product Sub Type - Account Number>	Indicates the product sub type and account number. The list displays all the account numbers associated with the case. **Note:** The account number appears masked based on configurations defined.
<Account Status> < Overdue Amount>	Displays the account status and overdue amount on the account.
<Customer Name - Customer ID>	Displays the customer name and customer ID associated with the selected account. **Note:** The list displays the customer name and ID of the customers associated with the selected account. You can select the required customer name and ID to view the related details.
<Relationship>	Displays the customer's relationship with the account.
Communication Details	This tab displays communication details of the customer.
Phone	Displays the phone numbers of the customer. For example, Home Mobile, Work Mobile, and Landline Home. It also indicates if the customer has given consent to receive follow-up calls and alert messages on phone. The following icons are displayed next to a phone number: • : Hover over to view call preference details. • : Indicates that the customer has given consent to receive alert messages on the particular phone number. • : Indicates that it is the preferred phone number of the customer to receive follow-up calls. If you want to modify the phone details, click <add edit> icon.
Email	Displays the email address of the customer. For example, Home Email and Work Email. It also indicates if the customer has given E-Sign consent to receive alert emails on the electronic mailing address. It displays corresponding to the preferred email address of the customer.
Address	Displays the address details of the customer and the month and year since when the customer is located at the mentioned address.

Table 4-8 (Cont.) Field Description: Customer Details

Field Name	Description
Social Networking	Displays the social networking profile IDs of the customer. **Note:** This field is displayed only if this information is available for the customer.
Messenger	Displays the messenger ID of the customer for messaging application. **Note:** This field is displayed only if this information is available for the customer.
Call Advice	This section appears if you hover over in the **Phone** field. It displays the call preference details of the customer that helps you to decide whether you can call the customer for a follow up call at the current time.
Customer's Time	Displays the current time in the customer's time zone for the contact number. **Note:** This field does not display any details if the customer's time zone is not available.
Permission To Call	Displays whether the customer has given permission to the bank for follow up calls. It displays the following icons that help you to decide whether you can call the customer for a follow up call at the current time: • : Indicates that you can call the customer. • : Indicates that you cannot call the customer. **Note:** These icons are displayed only if the customer's time zone details are available.
Preferred Time - Weekdays	Displays the start time and end time of the period during which the customer can be contacted during weekdays. It displays the following icons that help you to decide whether you can call the customer for a follow up call at the current time: • : Indicates that you can call the customer. • : Indicates that you cannot call the customer. **Note:** These icons are displayed only if the customer's time zone details are available.
Preferred Time - Weekends	Displays the start time and end time of the period during which the customer can be contacted during weekends. It displays the following icons that help you to decide whether you can call the customer for a follow up call at the current time: • : Indicates that you can call the customer. • : Indicates that you cannot call the customer. **Note:** These icons are displayed only if the customer's time zone details are available.
Do Not Disturb	Displays the Do Not Disturb (DND) start date and end date. It displays the following icons that help you to decide whether you can call the customer for a follow up call at the current time: • : Indicates that you can call the customer. • : Indicates that you cannot call the customer. **Note:** These icons are displayed only if the customer's time zone details are available.
Phone	This dialog box appears if you click edit icon next to phone details.
Landline Personal	Displays the personal landline number, preferred call timings on weekdays and weekends, and the Do Not Disturb (DND) period.
Landline Work	Displays the work landline number, preferred call timings on weekdays and weekends, and the Do Not Disturb (DND) period.

Table 4-8 (Cont.) Field Description: Customer Details

Field Name	Description
Mobile Personal	Displays the personal mobile number, preferred call timings on weekdays and weekends, and the Do Not Disturb (DND) period.
Add Phone	This section appears if you click plus icon.
Type	Indicates the type of phone number.
Number	Indicates the phone number.
Permission to contact	Indicates whether customer has given permission to contact on the phone number. The options are: • **Yes** • **No**
Call timing on weekday	Indicates time period for phone call on a weekday.
Call timing on weekend	Indicates time period for phone call on a weekend.
Do not disturb	Indicates the DND period for phone call.
Alerts	Indicates whether customer has given permission to receive alerts on the phone number. The options are: • **Yes** • **No**
Virtual Call	Indicates whether customer has given permission for virtual call. The options are: • **Yes** • **No**
Employment Details	This tab displays employment details of the customer. **Note:** The companies that the customer has previously worked with are marked as **Previous** and the current company is marked as **Current.** By default, all the companies are displayed. If you want to view details of only the current employer, switch on the **Only Current Employer** toggle.
<Company Name>	Displays the name of the company. It also indicates whether the company is current or previous company of employment of the customer.
<Designation>	Displays the designation of the customer with the company. **Note:** The information for this field is displayed only if it is available.
Type	Displays the employment type of the customer. For example, Salaried and Self Employed.
Industry	Displays industry in which the customer is employed. **Note:** The information for this field is displayed only if it is available.
Start Date	Displays the start date of employment with the company.
End Date	Displays the end date of employment with the company. **Note:** The value for this field is blank for current employer.
Additional Details	This tab displays the additional details of the customer.
Additional Details	Displays the additional information related to customer.
User Defined Fields	Displays the user defined fields.

- Editing Contact Details of a Customer
  You can add and edit the contact details of the customer, such as phone number, preferred time of calling, and the DND period.

4.3.1 Editing Contact Details of a Customer

You can add and edit the contact details of the customer, such as phone number, preferred time of calling, and the DND period.

To edit contact details of the customer:

1. Navigate to the **Case Summary** page.
2. In the **Account** widget, select the required account from account list.

   The details related to the selected account appear in the **Account** widget and **Customer** widget.
3. In the **Customer** widget, select the required customer name from the list.
4. Click <expand icon>.

   The **Customer Details** section appears.
5. In the **Communication Details** tab, click <edit icon> in the **Phone** section.

   The **Phone** dialog box appears.
6. In the **Phone** dialog box, click the following corresponding to existing contact numbers:
   - <View Icon>: To view the contact number.
   - <Edit Icon>: To edit the contact number and the preferences set.
   - <Delete Icon>: To delete the contact number.
7. Click <Plus icon> to add a new contact number.
8. Enter the required details.
9. Click **OK.**

4.4 Tasks

This widget displays details of all tasks related to the account in context across all applicable segments, and the associated strategies.

You can view various details of the tasks, such as task name, task status, and follow-up date of the task. Based on the task type, you can also add various details of the task. For example, for task type as Call, you can add details of actions, results, and collection statuses. You can also quickly add ad hoc tasks for an account in context.

Any actions that you perform on tasks is displayed in the activity log in Activity widget. For example, if you modify the follow-up date of a task, the activity widget displays the activity type for the same.

Table 4-9 Field Description: Tasks

Field Name	Description
Tasks	This widget displays all tasks related to the account in context across all applicable segments, and associated strategies. It displays the count of following tasks based on various statuses: • **Not Started:** Displays the count of tasks with current status as Not Started. • **Escalated:** Displays the count of tasks with current status as Escalated. • **In Progress:** Displays the count of all tasks in any status other than Not Started, Void, Expired, and Escalated status, and the tasks that are not in final status.
Task Name	Displays the task name. Click the task name link to update details of the task. **Note:** The task name link is enabled only for **In Progress** and **Escalated** tasks. If you are a normal collector, the task name link is enabled only for the tasks that are assigned to you. If you are supervisor collector, the task name link is enabled for all the tasks that are assigned to you and the collectors under you.
Status	Displays the current status of the task.
Segment	Displays the segment to which the task belongs.
Follow-up Date	Displays the next follow-up date and time of the task. **Note:** This date is not displayed for the tasks that are in **Not Started** status and tasks that are in final status.
Start Date	Displays the date on which the task was initiated. **Note:** This date is not displayed for the tasks that are in Not Started status.
Escalation Date	Displays the date on which the task was escalated.
Assigned To	Displays the user name of the collector to whom the task is assigned.
Add Adhoc Task	This section appears if you click **Add.**
Task Name	Indicates the name of the task that you want to add.
Segment	Indicates the segment to which the task belongs.
Strategy	Indicates the strategy to which you want to associate the task.
Assigned To	Indicates the collector to which you want to assign the task.
Action	Indicates the action associated with the task.
Result	Indicates the result of the action associated with the task.
New Collection Status	Displays the new collection status that is applied on the account based on the selected action and result combination. It also displays the existing collection status that is closed on the account, if applicable.
Apply new status to all accounts	Toggle to indicate whether the new collection status should be applied on all the accounts linked to the case.
Existing Collection Status	Indicates the existing collection status. **Note:** The list displays all the existing active collection statuses applied on the account till date.
Task Status	Displays the status of the task.
Follow-up Date	Indicates the next follow-up date and time of the task.
Apply date to all initiated tasks	Indicates whether the follow-up date is applicable to all initiated tasks.
Notes	Indicates notes related to the task.

If you click , the **Task Summary** section is displayed.

Table 4-10 Field Description: Task Summary

Field Name	Description
Case ID, <Customer Name>	Displays the case ID and name of the customer.
Task Details	This section provides the search criteria to filter records based on specific parameters.
Segment Type	Indicates the segment type. The options are: • **Active** • **Closed**
<Product Sub Type - Account Number>	Indicates the product sub type and account number. The list displays all account numbers associated with the case. The task details appear related to the account number you select.
Overdue	Displays the overdue amount on the account.
<Segment>	Indicates the segment to which the account is associated. The list displays active or closed segments based on the option selected in the **Segment Type** field. If account is associated with only one segment, the segment is selected and displayed by default.
<Strategy>	Indicates the strategy associated with the account and segment. The list displays active or closed strategies based on the option selected in the **Segment Type** field. If account is associated with only one strategy, the strategy is selected and displayed by default.
Tasks	This section displays the search results based on the specified search parameters.
Task Name	Displays the task name. Click the task name link to update details of the task. **Note:** The task name link is enabled only for the tasks that are in **In Progress** and **Escalated** status. If you are a normal collector, the task name link and check box corresponding to a task is enabled only for the tasks that are assigned to you. If you are supervisor collector, the task name link and check box corresponding to a task is enabled for all the tasks that are assigned to you and the collectors under you.
Status	Displays the current status of the task.
Segment	Displays the segment to which the task belongs.
Strategy	Displays the strategy to which the task is associated.
Follow-up Date	Displays the next follow-up date and time of the task. **Note:** This date is not displayed for the tasks that are in Not Started and Final status.
Start Date	Displays the date on which task was initiated. **Note:** This date is not displayed for the tasks that are in Not Started status.
Escalation Date	Displays the escalation date of the task. **Note:** This date is not displayed for the tasks that are in Not Started and Final status.
Expiration Date	Displays the expiry date of the task. **Note:** This date is not displayed for the tasks that are in Not Started and Final status.
Dependency	Displays the dependency of the task as maintained in **Strategy** page. Hover over the link to view dependency.
Assigned To	Displays the user name of the collector to whom the task is assigned.

Table 4-10 (Cont.) Field Description: Task Summary

Field Name	Description
History	Displays the option to view history details. If you click , the <Task History> section appears.
Date	Displays the date on which the call action details were captured.
Action	Displays the action performed on the task.
Result	Displays the result of the action performed on the task.
New Collection Status	Displays the new collection status of the task.
Existing Collection Status	Displays the existing collection status of the account.
Task Status	Displays the task status.
Follow Up Date	Displays the follow-up date and time of the task.

The <Customer Call Details> section appears if you click the task name link in the **Task Name** column for task type as Customer Call.

Table 4-11 Field Description: <Customer Call Details>

Field Name	Description
Action	Indicates the action related to the task. The list displays all actions that are mapped with the strategy in segment.
Result	Indicates all the results for the selected action. The list displays all the results configured for the selected action.
New Collection Status	Displays the new collection status that is applied on the account based on the selected action and result combination. It also displays the existing collection status that is closed on the account, if applicable.
Apply new status to all accounts	Toggle to indicate whether the new collection status should be applied on all the accounts linked to the case.
Existing Collection Status	Indicates the existing collection status. **Note:** The list displays all the existing collection statuses applied on the account till date.
Task Status	Indicates the next status of the task. **Note:** The list displays all the statuses to which the task can move from the current status. If the current status of the task is **Escalated**, you can move the task to any status maintained in the workflow of task.
Follow-up Date	Indicates the next follow-up date and time of the task. **Note:** The date should be later than or equal to the business date. The tasks are displayed in the Task Summary page based on the follow-up date and time specified.
Apply date to all initiated tasks	Toggle to indicate whether the follow-up date and time should be applied to all the initiated tasks within the same strategy.
Notes	Indicates the notes related to the task. **Note:** The notes added here are displayed as public notes with type as Task in Notes section.

The <Manual Email Details> section appears if you click the task name link in the **Task Name** column for task type as Sent Email.

Table 4-12 Field Description: Manual Email Details

Field Name	Description
-	Displays the check box to select the row.
Customer Name	Displays the name of the customer.
Customer Relation	Displays the account relationship with the customer.
Email Type	Indicates the type of the email. The list displays all email types available for the selected customer.
Email	Displays the email address of the customer.
Email Template	Indicates the template related to the task. The list displays all templates that are mapped with the strategy in segment.
Task Status	Indicates the next status of the task. **Note**: The list displays all the statuses to which the task can move from the current status. If the current status of the task is Escalated, you can move the task to any status maintained in the workflow of task.
Follow-up Date	Indicates the next follow-up date and time of the task. **Note**: The date should be later than or equal to the business date.
Apply date to all initiated tasks	Toggle to indicate whether the follow-up date and time should be applied to all the initiated tasks within the same strategy.
Notes	The notes added here are displayed as public notes with type as Task in Notes section.

The <Manual Letter Details> appears if you click the task name link in **Task Name** column for task type as 'Sent Letter'.

Table 4-13 Field Description: Manual Letter Details

Field Name	Description
-	Displays the check box to select the row.
Customer Name	Displays the name of the customer.
Customer Relation	Displays the account relationship with the customer.
Address Type	Indicates the type of the address. The list displays all address types available for the selected customer.
Address	Displays the address of the customer.
Letter Template	Indicates the template related to the task. The list displays all templates that are mapped with the strategy in segment.
Task Status	Indicates the next status of the task. **Note**: The list displays all the statuses to which the task can move from the current status. If the current status of the task is Escalated, you can move the task to any status maintained in the workflow of task.
Follow-up Date	Indicates the next follow-up date and time of the task. **Note**: The date should be later than or equal to the business date.
Apply date to all initiated tasks	Toggle to indicate whether the follow-up date and time should be applied to all the initiated tasks within the same strategy.
Notes	The notes added here are displayed as public notes with type as Task in Notes section.

The <Additional Fields> appears if you click the task name link in **Task Name** column for task type as 'Data Capture'.

Table 4-14 Field Description: Additional Fields

Field Name	Description
<Additional Fields>	All the additional fields configured for the task are displayed.
Task Status	Indicates the next status of the task. **Note**:The list displays all the statuses to which the task can move from the current status. If the current status of the task is Escalated, you can move the task to any status maintained in the workflow of task.
Follow-up Date	Indicates the next follow-up date and time of the task. **Note**: The follow-up date should be later than or equal to Business date.
Apply date to all initiated tasks	Toggle to indicate whether the follow-up date and time should be applied to all the initiated tasks within the same strategy.
Notes	The notes added here are displayed as public notes with type as Task in Notes section.

This section consists of the following topics:

- Adding Ad hoc Tasks
- Updating Details of Call Task
- Escalating a Task

4.4.1 Adding Ad hoc Tasks

You can add ad hoc tasks for any accounts associated with the case. For example, you can add ad hoc task for first notification letter sent to the customer.

To add an ad hoc task:

1. Navigate to the **Case Summary** page.
2. In the **Account** widget, select the required account from the account list.
3. In the **Task** widget, click **Add.**

   The **Add Adhoc Task** section appears.
4. From the **Task Name** list, select the task that you want to add.
5. From the **Segment** list, select the segment of the task.
6. From the **Strategy** list, select the strategy to which the task is associated.
7. From the **Assigned To** list, select the collector to which you want to assign the task.
8. From the **Action** list, select the action associated with the task.
9. From the **Result** list, select the result of the action associated with the task.
10. In the **Apply new status to all accounts** field, toggle the switch as applicable to indicate whether the new status is applicable to all accounts.
11. From the **Existing Collection Status** list, select the existing collection status of the task.
12. In the **Follow-up Date** field, select the date of follow-up for the task.
13. In the **Apply date to all initiated tasks** field, toggle the switch as applicable to indicate whether the follow-up date is applicable to all initiated tasks.
14. Click **Save.**

4.4.2 Updating Details of Call Task

You can update the details of a task, if required.

To update details of task:

1. Navigate to the **Case Summary** page.
2. In the **Account** widget, select the required account from the account list.
3. In the **Tasks** widget, click the task name link for the task that you want to update.
4. Update required details of the task.
5. Click **Save.**

4.4.3 Escalating a Task

If a task requires immediate attention, you can escalate it before the escalation date to your supervisor.

To escalate a task:

1. Navigate to the **Case Summary** page.
2. In the **Account** widget, select the required account from the account list.
3. In the **Tasks** widget, click .
4. In the **Task Details** section, specify the search parameters to search for the task that you want to escalate.
5. In the **Tasks** section, select the check box corresponding to the task and click **Escalate.**

The status of the task is updated to **ESCALATED.**

4.5 Promise to Pay

This widget facilitates you to create Promise to Pay (PTP) for the promise made by the customer to pay the overdue amount on the account. You can view details of all existing active PTP for an account. Also, you can cancel any existing active PTP, if required.

If you are normal collector, you can create PTP for the tasks that are assigned to you. However, if you are supervisor, you can create PTP for the tasks that are assigned to you or the tasks that are assigned to the collectors under you.

You can create PTP in following two ways:

- **Quick PTP:** A quick PTP facilitates you to create a PTP with minimum details to save time. You can create this PTP if the customer agrees to pay the promised amount in a single payment on a particular date.
- **Advanced PTP:** An advanced PTP facilitates you to create a PTP in detail with a payment schedule. You can create this PTP if the customer agrees to pay the promised amount in single or multiple installments over a period of time as per a payment schedule. If you create a PTP with multiple installments, each installment with the promised date and promised amount is considered as an independent PTP and needs to be tracked separately.
  Based on the configurations defined for the frequency of payments, you can create a PTP with single or multiple installments. For example, with frequency type as Ad hoc, you can create a PTP in which the promised amount is payable by the customer in a single

installment. However, with frequency type as Weekly or Monthly, you can create a PTP in which the promised amount is payable by the customer in one or more installments.

Once a PTP is created, you cannot modify it. However, you can cancel an active PTP, if required. For example, you may want to cancel a PTP if it is created with incorrect details or the customer requested to cancel the PTP.

If you are normal collector, you can cancel a PTP created for the tasks that are assigned to you. However, if you are supervisor, you can cancel the PTP created for the tasks that are assigned to you or the collectors under you.

Note:

- You cannot create a PTP if an active promise already exists for a particular date. If you want to create a new PTP with the same promise date, you need to cancel the existing active PTP.
- You cannot cancel a PTP if payment appropriation is already done on that PTP.

Table 4-15 Field Description: Promise to Pay

Field Name	Description
Promise to Pay	This widget helps you to create PTP. It also displays details of the existing promises created on the account.
Task	Indicates the task for which PTP is created. **Note:** The list displays the tasks that are in **In Progress** and **Escalated** status. However, it displays only those tasks that are assigned to you. If you are a collector with supervisor role, it also displays the tasks that are assigned to the collectors under you.
Promise Type	Indicates the promise type. **Note:** The list displays only those promise types, which are: • not associated with any segments. • associated with the same segments to which the selected task is also associated. If only one promise type is applicable for the selected task based on the above rules, then that particular promise type is selected by default.
Amount	Indicates the amount that the customer has promised to pay. By default, overdue amount is displayed.
Date	Indicates the date on which customer has promised to pay the amount. **Note:** You cannot select a date prior to the business date. By default, business date is displayed.

If you click , the **Promise to Pay Summary** section is displayed.

Table 4-16 Field Description: Promise to Pay Summary

Field Name	Description
Case ID,<Customer Name>	Displays the case ID and name of the customer.
Promise To Pay Details	This section displays the details of the promise to pay created on the account.
<Product Sub Type - Account Number>	Displays the product sub type and account number.

Table 4-16 (Cont.) Field Description: Promise to Pay Summary

Field Name	Description
Overdue	Displays the overdue amount on the account.
Promise	Displays the count of promises that are broken and kept for the account in context. If you click **View Details, View Promise Details** section is displayed.
Create Promise(s)	This section is displayed if you click **Add Promise** in **Promise Details** section. It is used to specify details of the promise you want to create. If a promise is not yet created on the account, this section is displayed by default.
Task	Indicates the task for which PTP is created. **Note:** The list displays the tasks that are in **In Progress** and **Escalated** status. However, it displays only those tasks that are assigned to you. If you are a collector with supervisor role, it also displays the tasks that are assigned to the collectors under you.
Promise Type	Indicates the promise type. **Note:** The list displays only those promise types, which are: • not associated with any segments. • associated with the same segments to which the selected task is also associated. If only one promise type is applicable for the selected task based on the above rules, then that particular promise type is selected by default.
Frequency	Indicates the frequency of payment of the scheduled installments. The options are: • **Adhoc** • **Quarterly** • **Weekly** • **Fortnightly** • **Monthly**
Scheduled Repayments	Indicates the method of calculation of promised amount for the scheduled installments. The options are: • **Do Not Include:** If you select this option, then while simulating schedule the future repayment schedules or bills are not considered in calculation of promise amount. • **Include:** If you select this option, the promise amount is calculated by adding the promise amount and all the scheduled installments or bills amount falling within the promise date. The scheduled installment or bill amount should apply to the nearest PTP installment date that is greater than or equal to the scheduled installment or bill date. • **Distribute Evenly:** If you select this option, the promise amount is calculated by adding the promise amount and all the scheduled installments or bills amount falling within the PTP period. The scheduled installments or bills should be equally distributed among all the PTP installments. If you click **View Schedule, View Repayment Schedule** section is displayed.
Promise Amount	Indicates the amount that the customer has promised to pay. **Note:** By default, overdue amount is displayed.
Number of Instalments	Indicates the number of installments in which the promised amount would be paid by the customer. **Note:** If you select **Adhoc** option in **Frequency** field, this field displays **1** by default and you cannot modify it.

Table 4-16 (Cont.) Field Description: Promise to Pay Summary

Field Name	Description
Date Of First Payment	Indicates the date of first payment. **Note:** You cannot select a date prior to the business date. By default, business date is displayed.
Notes	Indicates notes related to the PTP. **Note:** This note is displayed in Notes section with type as Promise to Pay.
View Promise Details	This section appears if you click **View Details** in **Promise** field. It displays list of all past promises that are in BROKEN, KEPT, or CANCELLED status.
Promise Date	Displays date on which customer had promised to make the payment.
Promise Amount	Displays the amount that the customer promised to pay.
Received Amount	Displays the amount received on the promise to pay.
Created By	Displays the name of the user who created the promise to pay.
Created On	Displays the date on which promise to pay was created.
Status	Displays the status of the promise. The possible statuses are: • **KEPT:** Indicates that promise was fulfilled by the customer. • **BROKEN:** Indicates that promise was broken by the customer. • **CANCELLED:** Indicates that promise was canceled.
View Repayment Schedule	This section is displayed if you click **View Schedule** in **Scheduled Repayments** field. It displays the list of future scheduled payments on the account. For loan accounts, it displays the schedule payments with installment date greater than or equal to the business date. For other accounts, if displays future bills with due date greater than or equal to the business date.
S. No.	Displays the serial number.
Date	Displays the date of payment of the future installment or due date of bill.
Amount	Displays the amount of installment or the due amount on bill.
Simulate Schedule	This section is displayed once you specify details and click **Simulate.** It displays details of the payment schedule generated by the system based on the details specified. You can modify the details of the payment schedule, if required. If you click **Add Schedule,** a row is added in the table to create a new promise.
Promise Date	Displays the promise date of the PTP. **Note:** The promise date for the first PTP is the date specified in the **Date of First Payment** field. While modifying an existing installment or selecting date for a new installment, ensure that date is equal to or greater than the business date.
Promise Amount	Displays the amount of installment for the promised amount. **Note:** The promised amount for an installment is calculated based on the option selected in **Scheduled Repayments** field.
Action	Click to delete a row from the payment schedule.
Promise Details	This section displays the list of existing promises that are active.
Promise Date	Displays the promised date of payment.
Promise Amount	Displays the amount that the customer promised to pay.
Received Amount	Displays the amount received against the PTP. If you click received amount, the transaction details of the amount is displayed.
Task	Displays the task for which promise was created.

Table 4-16 (Cont.) Field Description: Promise to Pay Summary

Field Name	Description
Created By	Displays the name of the user who created the promise to pay.
Created On	Displays the date and time when the promise was created.
Action	Click **Cancel** to cancel a promise to pay. The **Reason for Cancellation** section is displayed if you click **Cancel.**
<Transaction Details>	This section is displayed if you click the link in **Received Amount** field. It displays details of all payments appropriated against the selected promise.
Transaction Date	Displays the date on which payment was received.
Transaction Type	Displays the type of transaction. The possible values: • **Credit** • **Debit**
Amount	Displays the amount appropriated against the selected promise.
Reference No.	Displays the transaction reference number.
Reason for Cancellation	This section is displayed if you click **Cancel** in **Action** field.
Reason	Indicates reason for cancellation of promise. For example, Incorrect Promise, Customer Request, and Account Cured.
Notes	Indicates notes related to cancellation of promise.

This section consists of the following topics:

- Creating a Quick PTP
- Creating an Advanced PTP
- Canceling a PTP

4.5.1 Creating a Quick PTP

You can create a quick PTP by specifying details, such as task, promise type, and the promised amount.

To create a quick PTP:

1. Navigate to the **Case Summary** page.
2. In the **Account** widget, select the required account from the account list.
3. In the **Promise To Pay** widget, select task from the **Task** list.
4. From the **Promise Type** list, select the promise type.
5. In the **Amount** field, enter the amount that the customer has promised to pay.
6. In the **Date** field, select the date on which customer has promised to pay the amount.
7. Click **Save PTP.**

4.5.2 Creating an Advanced PTP

You can create an advanced PTP by specifying details, such as task for which PTP is to be created, promise type, frequency of payment, promised amount, and number of installments in which the promised amount will be paid by customer.

To create an advanced PTP:

1. Navigate to the **Case Summary** page.
2. In the **Account** widget, select the required account from the account list.
3. In the **Promise To Pay** widget, click .

   The **Create Promise(s)** section is displayed if no active promises exist on the account. If active promises exist on the account, **Promise Details** section is displayed.
4. In the **Create Promise(s)** section, select task from the **Task** list.

   If **Promise Details** section is displayed, click **Add Promise** to view **Create Promise(s)** section.
5. From the **Promise Type** list, select the promise type.
6. From the **Frequency** list, select the frequency of payment of the scheduled installments.
7. From the **Scheduled Repayments** list, select the method for calculation of promised amount for the scheduled installments.
8. In the **Number of Installments** field, enter the number of installments in which the promised amount would be paid by the customer.
9. Click **Simulate** to generate the payment schedule.

   The **Simulate Schedule** section is displayed with the payment schedule generated based on the specified details. The schedule is generated based on the frequency, scheduled repayments, date of first payment, number of installments, and promise amount.
10. In the **Simulate Schedule** section, modify the details of the payment schedule, if required.
    a. In **Promise Date** field, modify the date of installment.
    b. In **Promise Amount** field, modify the amount of installment.
    c. Click **Add Schedule** to add an installment to the schedule.

       A new row is added to enter the installment details.
    d. In the **Promise Date** field, select the promise date.
    e. In the **Promise Amount** field, enter the installment amount.
11. Click **Save.**

4.5.3 Canceling a PTP

You can cancel a PTP, if required. While canceling a PTP, you must provide the reason for cancellation.

To cancel a PTP:

1. Navigate to the **Case Summary** page.
2. In the **Account** widget, select the required account from the account list.
3. In the **Promise To Pay** widget, click .
4. In the **Promise Details** section, click **Cancel** corresponding to the promise that you want to cancel.
5. In the **Reason for Cancellation** section, select the reason for cancellation from the **Reason** list.
6. Click **Save.**

4.6 Activity

This widget displays details of the activities performed on the accounts linked to the case. It displays list of activities performed by the collector or system. For example, if you make an outbound call to the customer, then details of the same are displayed.

Table 4-17 Field Description: Activity

Field Name	Description
Activity	This widget displays the details of activities performed on the account. By default, list of last five activities performed on the account are displayed. You can view more records in the **Activity Summary** section.
<Date> <User Name> <Description>	Displays the following details of an activity: • Date on which the activity was performed. • Name of the collector who performed the activity. • Description of the activity performed.

If you click , the **Activity Summary** section is displayed. By default, it displays list of all activities performed on the account in last 90 days.

Table 4-18 Field Description: Activity Summary

Field Name	Description
Case ID, <Customer Name>	Displays the case ID and name of the customer.
Activity	This section provides the search criteria to filter records.
<Product Sub Type - Account Number>	Indicates the product sub type and account number.
Overdue	Displays the overdue amount on the account.
Activity Date	Indicates the period during which the activities were performed. • **From:** Indicates the start date of the period. By default, a date is selected. The default date is calculated as 90 days before the business date. • **To:** Indicates the end date of the period. By default, the business date is selected.
Type	Indicates the activity type. The options are: • **Assignment** • **Case** • **Collection Status** • **Contact** • **Follow-up** • **Payment** • **Promise To Pay** • **Segment** • **Task**
User Name	Indicates user name of the collector who performed the activity. The list displays user name of all the collectors who worked on the case.
Date	Displays date and time when the activity was performed.
User Name	Displays user name of the collector who performed the activity.
Type	Displays the type of activity performed.

Table 4-18 (Cont.) Field Description: Activity Summary

Field Name	Description
Description	Displays the description of the activity performed.

This section consists of the following topic:

- Searching an Activity

4.6.1 Searching an Activity

You can search for activities performed on the accounts associated with the case. You can search for specific activities based on activity type, collector who performed the activity, and the period during which the activity was performed.

To search for an activity:

1. Navigate to the **Case Summary** page.
2. In the **Account** widget, select the required account from the account list.
3. In the **Activity** widget, click ⛶.
4. In the **Activity** section, select the start date of the period during which the activity was performed in the **From** field.
5. In the **To** field, select the end date of the period during which the activity was performed.
6. Click **Search.**

4.7 Communication Details

This widget displays the count of various communications made with the customer on the active account and case.

Table 4-19 Communication Details

Field Name	Description
Call	Displays the count of calls made with the customer. For example, inbound and outbound calls.
Letter	Displays the count of letters sent to the customer.
Email	Displays the count of emails sent to the customer.
Message	Displays the count of text messages sent to the customer.

4.8 Notes

The **Notes** section helps you to create notes for accounts associated with a case. You can create a note as Public or Private. Public notes are visible to all collectors whereas Private notes are visible only to the collector who created the note.

You can also configure whether the notes should be displayed as alerts in the #unique_55 section.

Table 4-20 Field Description: Notes

Field Name	Description
Case Id,<Customer Name>	Displays the case ID and name of the customer.
Notes	This section facilitates you to create notes and view list of existing notes related to the account number.
<Product Sub Type - Account Number>	Indicates the product sub type and account number. The list displays all account numbers associated with the case. By default, the account number selected in **Account** widget is displayed.
Overdue	Displays the overdue amount on the account.
Add Note	This section helps you to create note for the selected account number.
Status	Indicates the status of the note. The options are: • **Public:** Select this option if you want the note to be visible to all collectors. • **Private:** Select this option if you want the note to be visible only to you.
Alerts	Indicates whether the note should be displayed as alert in **Alerts** widget. **Note:** You can enable this switch only if you have selected **Public** in **Status** field.
Notes	Indicates description of the note.
Apply to all accounts	Toggle to indicate if note is to be copied to all accounts of the case.
<Existing Notes>	This section displays details of existing notes.
Alerts	Displays whether the note should be displayed as alert in **Alerts** widget. **Note:** You can edit this field only for **Public** notes.
Date	Displays the date and time at which the note was created.
Captured By	Displays the user name of the collector who created the note.
Status	Displays the status of the note. The possible values are: • **Public** • **Private**
Type	Displays the type of note. The possible values are: • **Adhoc:** Displayed for notes created from **Notes** section. • **Task:** Displayed for notes created from **Tasks** widget. • **Promise To Pay:** Displayed for notes created from **Promise To Pay** widget.
Description	Displays the description of the note.

This section consists of the following topic:

- Creating a Note

4.8.1 Creating a Note

You can create a note for all accounts associated with the case.

To create a note:

1. Navigate to the **Case Summary** page.
2. In the **Account** widget, select the required account from the account list.
3. In the **Quick Links** widget, click **Notes.**

4. In **Add Note** section, click the required option in the **Status** field to indicate the status.
5. If you are creating a **Public** note, enable the **Alerts** toggle switch if you want the note to be displayed as alert in the **Alerts** widget.
6. In the **Notes** field, enter the description of the note.
7. Click **Save.**

Once you save the note, details of note are displayed in the list of existing notes. The notes created from this section are displayed with type as **Adhoc** in the existing notes table.
For Public notes, you can edit the **Alerts** field for existing notes displayed in the table.

4.9 Payments

The **Payment Details** section facilitates you to view details of all the payment transactions of accounts related to a case. It displays payment details, such as amount, transaction type, and transaction date.

Table 4-21 Field Description: Payment Details

Field Name	Description
Case Id,<Customer Name>	Displays the case ID and name of the customer.
<Product Sub Type - Account Number>	Indicates the product sub type and account number. The list displays all account numbers associated with the case. By default, the account number selected in **Account** widget is displayed. The payment details are displayed for the account selected.
Overdue	Displays the overdue amount on the account.
Transaction Date (From - To)	Indicates the period during which the transaction date of the payments you want to search exists. • **From:** Indicates the start date of the period during which the payment was made. • **To:** Indicates the end date of the period during which the payment was made.
Payments	This section displays the list of payments for the specified period.
<Amount of Payment>	Displays the amount of payment.
Transaction Type	Displays the transaction type. The possible values are: • **Credit** • **Debit**
Transaction Date	Displays the data and time of transaction.
Reference Number	Displays the transaction reference number.
Value Date	Displays the value date of transaction.
Description	Displays the description of the transaction.

This section consists of the following topic:

- Searching a Payment

4.9.1 Searching a Payment

You can search for payment details of an account for a specific period.

To search a payment:

1. Navigate to the **Case Summary** page.
2. In the **Account** widget, select the required account from the account list.
3. In the **Quick Links** widget, click **Payments.**
4. In the **Transaction Date** field, select date in the **From** and **To** fields to specify the period for which you want to search payments.
5. Click **Search.**

4.10 Documents

The **Documents** section helps you to upload and manage the documents for accounts associated with a case.

Table 4-22 Field Description: Documents

Field Name	Description
Case Id,<Customer Name>	Displays the case ID and name of the customer.
Account Number	Indicates the product sub type and account number. The list displays all account numbers associated with the case. By default, the account number selected in **Account** widget is displayed.
Document Category	List displaying the category of the document.
Document Name	List displaying the name of the document.
Remarks	Input box allowing user to enter remarks.
Upload Document	Click to select the document to be uploaded or drag and drop the documents.
<View Document History>	This section displays details of existing uploaded documents.
Date	Displays the date on which the document was uploaded.
Document Category	Displays the category of the document.
Document Name	Displays the name of the document.
Document Number	Displays the number of the document.
Download	Displays the link to download the document.
Remarks	Displays the remarks captured during document upload.

This section consists of the following topic:

- Upload a document

4.10.1 Upload a document

You can upload a document for all accounts associated with the case.

To upload a document:

1. Navigate to the **Case Summary** page.
2. In the **Account** widget, select the required account from the account list.
3. In the **Quick Links** widget, click **Documents**.
4. Select the valid Document Category and Document Name.
5. In Upload Document Section, Drag and Drop the relevant file to be uploaded. Alternatively you can browse and select the file from the local drive.

6. Click **Save**.

Once you save , the document is uploaded in the document management system and the details are displayed in the View Document History section.

4.11 Enable Specialised Process

The **Enable Specialised Process** section helps you to apply the specialised status on the account.

Table 4-23 Field Description: Enable Specialised

Field Name	Description
Specialised Status	Displays the list of specialised status that can applied on the account. Current list of supported statuses are- • Bankruptcy • Deceased • Forbearance • Hardship • Legal • Re-marketing • Repossession • Settlement
Enable	Option to enable or disable the status.

4.12 Settlement

This widget allows you to view the settlement offers created for your account. It also enables you to create and modify the status of these settlement offers according to business procedures. Accounts eligible for settlement offers are selected based on predefined criteria.

The offer, which includes the settlement amount and term, is generated automatically and communicated to the selected customers. Customers receiving these offers are expected to accept them and settle their loans with the bank. Additionally, collectors can engage with account owners to facilitate the settlement process using the offers provided by the bank. Once the agreed-upon settlement amount is paid, it is referred to as loan settlement, and any remaining outstanding loan balance is written off by the bank.

If you are collector, you can enable settlement flag from **Enable Specialized Process** pop-up. Once the flag is enabled, you can expand settlement widget and create new settlement offer if no other offer exists in active state. There are multiple stages of the settlement offer in the system as explained below.

1. **Initiated** - This will be the initial status of the settlement when a settlement offer is created.
2. **Cancelled** - The status will change to this if the user selects cancel offer from the screen.
3. **Offer Generated** - Once the settlement offer communication is sent to the customer, the status will automatically change to offer generated.
4. **Offer Accepted** - The status should change to this, when the user selects offer accepted from the screen.
5. **Offer Declined** - The status should change to this, when the user selects 0ffer declined from the screen.

6. **Partially Settled** - When the received amount is less than the offer amount, the offer status will automatically move to this status at the end of the offer term.
7. **Fully Settled -** When the received amount is equal the offer amount, the offer status will automatically move to this status at the end of the offer term.
8. **Not Settled -** When no amount is received, the offer status will automatically move to this status at the end of the offer term.

Table 4-24 Field Description: Settlement widget

Field Name	Description
Total Outstanding	Displays the total outstanding amount of the account.
Settlement Amount	Displays the settlement amount negotiated with the customer.
Outstanding Post Settlement	Expected remaining outstanding amount after settlement.
Payment Received	Total of all the payments received after the account has moved into settlement.
Settlement Status	Current settlement status on the account.
Offer	Display the count of offer generated, accepted, declined and cancelled.

If you click , the **Settlement Details section** is displayed.

Table 4-25 Field Description: Settlement Details

Field Name	Description
Case ID, <Customer Name>	Displays the case ID and name of the customer.
Settlement Details	This section displays the details of the settlement created on the account.
<Product Sub Type - Account	Displays the product sub type and account number.
Settlement Amount	Displays the settlement amount negotiated with the customer.
Received Amount	Displays the total amount received from the customer after the offer is created.
Settlement Status	Current settlement status on the account.
Basic Details	This section displays all the information about the settlement offer and allows user to create new offer or take action of the existing offers running on the account.
Settlement (as on Initiation Date)	This sub-section will display all the outstanding information as of the date the accounts were marked for settlement or when the settlement status was enabled on the account.
Total Outstanding	Displays the total outstanding amount of the account.
Principal Outstanding	Displays the principal bucket amount of the total outstanding amount.
Interest Outstanding	Displays the interest bucket amount of the total outstanding amount.
Other Charges	Displays the fees and other charges bucket amount of the total outstanding amount.
Settlement Initiation Date	Displays the date on which settlement was initiated.
Settlement Offer	This sub-section displays a table through which collector can create or update a settlement offer in the system. The user should be able to add a new row and create a settlement offer.
Offer ID	Displays the settlement offer Id.

Table 4-25 (Cont.) Field Description: Settlement Details

Field Name	Description
Offer Date	Displays the date on which settlement offer is generated.
Expiry Date	Displays the date on which offer will expire. In the create mode, collector is allowed to enter the date.
Settlement Type	Displays all settlement types in the drop down and collector can select appropriate settlement type.
Settlement Amount	Displays the settlement amount negotiated with the customer. In the create mode, collector is allowed to enter the amount.
Term(days)	Displays the time period (in days) within which the settlement amount needs to be paid. In the create mode, collector is allowed to enter the number of days.
Status	Displays the current settlement status.
Action	Displays the actions to be taken by collector based on the current settlement status.

This topic contains the following sub-topics:

- Creating a Settlement Offer
  This topic provides the systematic instructions to Creating a Settlement Offer.
- Canceling a Settlement Offer
  This topic provides the systematic instructions to Canceling a Settlement Offer.
- Accepting a Settlement Offer
  This topic provides the systematic instructions to Accepting a Settlement Offer .
- Declining a Settlement Offer
  This topic provides the systematic instructions to Declining a Settlement Offer.

4.12.1 Creating a Settlement Offer

This topic provides the systematic instructions to Creating a Settlement Offer.

You can create a settlement offer by specifying details, such as expiry date, settlement type, settlement amount and term.

To create a Settlement Offer:

1. Navigate to the **Case Summary** page.
2. In the **Account** widget, select the required account from the account list.
3. In the **Settlement** widget, click

   The **Settlement Offer** section is displayed. If no active settlement offer exist on the account, then + Icon will be enabled.
4. Click + Icon. A new blank row will get added in the settlement offer table.
5. In the **Expiry Date** field, enter the expiry date of the offer .
6. From the **Settlement Type** list, select the type of settlement offer.
7. In the **Settlement Amount** field, enter the settlement amount offered to the customer.
8. In the **Term**(days) field, enter the time period(days) within which the settlement amount is required to be paid.

9. Click **Save**.

4.12.2 Canceling a Settlement Offer

This topic provides the systematic instructions to Canceling a Settlement Offer.

You can cancel a Settlement Offer only if it exists in initiated status.

To cancel a Settlement Offer, follow the below steps.

1. Navigate to the **Case Summary** page.
2. In the **Account** widget, select the required account from the account list.
3. In the **Settlement** widget, click
4. In the **Settlement Offer** section, select **Cancel Offer** under the Action hamburger option.
5. Click **Save**.

4.12.3 Accepting a Settlement Offer

This topic provides the systematic instructions to Accepting a Settlement Offer .

You can accept a Settlement Offer only if it exists in initiated or offer generated status.

To accept a Settlement Offer, follow the below steps.

1. Navigate to the **Case Summary** page.
2. In the **Account** widget, select the required account from the account list.
3. In the **Settlement** widget, click
4. In the **Settlement Offer** section, select **Offer Accepted** under the action hamburger option.
5. Click **Save**.

4.12.4 Declining a Settlement Offer

This topic provides the systematic instructions to Declining a Settlement Offer.

You can decline a Settlement Offer only if it exists in initiated or offer generated status.

To decline a Settlement Offer, follow the below steps.

1. Navigate to the **Case Summary** page.
2. In the **Account** widget, select the required account from the account list.
3. In the **Settlement** widget, click
4. In the **Settlement Offer** section, select **Offer Declined** under the action hamburger option.
5. Click **Save**.

4.13 History

The **History** section helps you to view details of past delinquencies of an account. It displays details of all the past cases linked to the account that are in closed status. You can view history of segments and strategies of the past cases related to an account. You can view history details of tasks, promises, call actions, and correspondence related to an account.

Table 4-26 History

Field Name	Description
Customer ID, <Customer Name>	Displays the customer ID and name of the customer.
Account Number	Indicates the product sub type and account number. The list displays all account numbers associated with the case. By default, the account number selected in **Account** widget is displayed. The history details are displayed for the selected account.
Case	Indicates the case number along with start and end date of the case.
Cases	This section displays the segments associated with the account in time-line view, indicating the start and end date.
Task History	This section displays the history of various task types created on the account for the selected case. It displays the count of various task types created on the account. For example, calls, letters, and emails.
Promise History	This section displays the history of promises created on the account for the case selected.
Total Promises	Displays the count of total promises created on the account.
Total Broken	Displays the count of promises broken by the customer.
Total Kept	Displays the count of promises fulfilled by the customer.
Amount Collected	Displays the total amount collected against the promises.
Call Action History	This section displays the history of actions and results captured on the account for the case selected.
Total Contacts	Displays the total count of action and results captured on the account.
Right Party Contacts	Displays the count of action results combination that are categorized as right party contacts.
Inbound	Displays the count of inbound calls.
Others	Displays the count of other contacts.
Outbound	Displays the count of outbound calls.
Communication History	This section displays the history of communications with the customer for the case selected.
Letters Sent	Displays the count of letters sent to the customer.
Email Sent	Displays the count of emails sent to the customer.
SMS Sent	Displays the count of SMS sent to the customer.

This topic contains the following sub-topics:

- Viewing History of a Closed Case

4.13.1 Viewing History of a Closed Case

You can view history details of an account linked to a closed case.

To view history of a closed case:

1. Navigate to the **Case Summary** page.
2. In the **Account** widget, select the required account from the account list.
3. In the **Quick Links** widget, click **History.**
4. From the **Account Number** list, select the account number.
5. From the **Case** list, select the closed case for which you want to view history details.

5 Task Summary

The **Task Summary** page facilitates you to view summary of the tasks that are assigned to you and helps you to perform various actions on the tasks.

It provides easy access to the tasks that you need to work on. The tasks are displayed based on your user role as explained below:

- If you are a collector, it displays all the tasks assigned to you.
- If you are collector with supervisor role, it displays the tasks assigned to you and the tasks that are assigned to collectors under all user groups where you are the supervisor.

The **Task Summary** page consists of the following tabs:

- Tasks
- Account
- Customer
  This tab displays customer-wise list of tasks, which are assigned to you. It displays tasks based on the primary customer of the account. These tasks are related to the accounts that belong to segments where Ignore Group Basis switch is enabled and Group Basis is set as Customer for the product processor.
- Specialized Cases
- Call Summary
- Specialized Cases
  This tab displays the tasks assigned to you related to the specialized segments to which you are associated where the grouping basis is not applicable.

5.1 Tasks

This tab displays summary of all the tasks assigned to you. You can search for the tasks with specific search criteria and work on tasks that need to be completed on priority. For example, you can search for tasks that are about to expire and work on the same.

You can also navigate to the **Case Summary** page to view details of the case associated with the task.

Table 5-1 Field Description: Tasks

Field Name	Description
Filter	This section helps you to filter the task list based on specific search criteria.
Follow-up Date (Until)	Indicates when is the follow-up date of task. • **Today** • **Tomorrow** • **Next 3 Days** • **Next 7 Days**
Task Type	Indicates the task type. **Note:** You can select multiple task types.

Table 5-1 (Cont.) Field Description: Tasks

Field Name	Description
Escalation Date	Indicates the start and end date of the period in which the escalation date of the task exists. This is the date when task will be escalated by the system.
Expiration Date	Indicates the start and end date of the period in which the expiry date of the task exists. This is the date when task will expire.
User Name	Indicates user name of the collector or logged-in supervisor to whom the task is assigned. **Note:** For supervisor role, this list displays user name of the supervisor, and user name of all collectors under the supervisor. You can select multiple user names. For collector role, this field is not enabled and displays user name of the logged-in collector by default.
Flag	Indicates flag of the tasks that you want to search. The options are: • **All** • **Green** • **Amber** • **Red**
Segment	Indicates the segment to which the account belongs for which the task is created. **Note:** You can select multiple segments.
Escalated	Toggle to indicate whether you want to search for tasks that are in Escalated status.
Customer ID	Indicates the customer ID associated with the account. Once you select the customer ID, customer name is displayed.
Account Number	Indicates the account number for which the task is created.
<Task List>	This section displays the search results for tasks based on specified search parameters.
Task	Displays the task name. Click the task name link to update details of the task. For task type as Call, see Table 5-2. **Note:** If A is displayed before a task name, it indicates that it is an ad hoc task.
Status	Displays status of the task.
Account Number	Displays the account number for which the task is created. If you click ⓘ, **Account Details** section is displayed.
Customer	Displays name of the primary customer associated with the account number.
Follow-up Date	Displays the follow-up date and time of the task.
Escalation	Displays the escalation date of the task.
Expiration	Displays the expiry date of the task.
User Assigned	Displays the user name of the collector to whom the task is assigned.
Actions	Indicates the actions that can be performed. The options are: • : Click to flag the task. • : Click to navigate to Case Summary page. If you navigate to **Case Summary** page from here, account number associated with the corresponding task is in context. You can also unflag a task using the delete option.

Table 5-1 (Cont.) Field Description: Tasks

Field Name	Description
Account Details	This section is displayed if you click ⓘ corresponding to an account number in the **Account Number** column.
Product Type	Displays the product type.
Overdue	Displays the overdue amount on the account.
DPD	Displays the days past due on the account.
Segment	Displays the segment to which the account belongs.

Table 5-2 Field Description: <Call Details>

Field Name	Description
Action	Indicates the action related to the task. The list displays all actions that are mapped with the strategy in segment.
Result	Indicates the result for the selected action. The list displays all the results configured for the selected action.
New Collection Status	Displays the new collection status that is applied on the account based on the selected action and result combination. It also displays the existing collection status that is closed on the account, if applicable.
Apply new status to all accounts	Toggle to indicate whether the new collection status should be applied on all the accounts linked to the case.
Existing Collection Status	Indicates the existing collection status. **Note:** The list displays all the existing collection statuses applied on the account till date. If you select the action associated with any of the existing collection status, you need to select the existing collection status itself. Otherwise, select the **None** option.
Task Status	Indicates the next status of the task. **Note:** The list displays all the statuses to which the task can move from the current status. If the current status of the task is Escalated, you can move the task to any status maintained in the workflow of task.
Follow-up Date	Indicates the next follow-up date and time of the task. **Note:** The date should be later than or equal to the business date.
Apply date to all initiated tasks	Toggle to indicate whether the follow-up date and time should be applied to all the initiated tasks within the same strategy.
Notes	Indicates notes related to the task.

This topic contains the following sub-topics:

- Searching for a Task
- Escalating a Task

5.1.1 Searching for a Task

You can search for tasks with specific search criteria, such as follow-up date, task type, and expiry date.

To search for a task:

1. From the main menu, navigate to **Collections** and then click **Task Summary.**

   The **Task Summary** page is displayed. By default, **Task** tab is displayed.

2. In the **Tasks** tab, expand the **Filter** section and enter the search criteria.
3. Click **Search.**

5.1.2 Escalating a Task

If a task requires immediate attention, you can escalate it before the escalation date to your supervisor.

To escalate a task:

1. From the main menu, navigate to **Collections** and then click **Task Summary.**

   The **Task Summary** page is displayed. By default, **Task** tab is displayed.
2. In the **Tasks** tab, expand the **Filter** section and enter the search criteria.
3. Click **Search.**
4. In the search results, select the check box corresponding to the task that you want to escalate and click **Escalate.**

   Note: You cannot select a task which is already in Escalated status.
5. Click **Confirm.**

5.2 Account

This tab displays account-wise summary of the tasks that are assigned to you. It displays tasks related to the accounts that belong to segments where group basis is applicable and the group basis is Account.

If you are a supervisor, you can reassign account to another collector under your hierarchy. When you reassign an account to another collector, all the tasks related to the account are also assigned to the collector.

Table 5-3 Field Description: Account

Field Name	Description
Filter	This section helps you to filter the accounts based on account specific search criteria.
Segment	Indicates the segment to which the account belongs. **Note:** You can select multiple segments.
Account Number	Indicates the account number.
Days Past Due	Indicates the range within which the number of days past due for the account exists. • **Min:** Indicates the minimum number of days past due on the account. • **Max:** Indicates the maximum number of days past due on the account.
Overdue Amount	Indicates the range within which the overdue amount on the account exists. • **Min:** Indicates the minimum amount overdue on the account. • **Max:** Indicates the maximum amount overdue on the account.
Customer ID	Indicates the customer ID associated with the account. Once you select the customer ID, customer name is displayed.

Table 5-3 (Cont.) Field Description: Account

Field Name	Description
User Name	Indicates user name of the collector or logged-in supervisor to whom the account is assigned. **Note:** For supervisor role, this list displays user name of the supervisor, and user name of all collectors under the supervisor. You can select multiple user names. For collector role, this field is not enabled and displays user name of the logged-in collector by default.
<Account List>	This section displays the search results for accounts based on specified search parameters.
Account Number	Displays the account number.
Customer	Displays the name of the primary customer associated with the account number.
Segment	Displays all the segments to which the account belongs.
Due Amount	Displays the overdue amount on the account.
Product Type	Displays the product type of the account.
DPD	Displays the number of days past due on the account.
Task Not Started	Displays the number of tasks assigned to you, which are in **Not Started** status. **Note:** If you are a collector, it displays the number of tasks assigned to you. If you are supervisor, it displays the number of tasks assigned to you and the collectors under you in various user groups where you are the supervisor.
Task Escalated	Displays the number of tasks that are in **Escalated** status. **Note:** If you are a collector, it displays the number of tasks assigned to you. If you are supervisor, it displays the number of tasks assigned to you and the collectors under you in various user groups where you are the supervisor.
Task WIP	Displays the number of tasks that are in progress. This includes the tasks in any status other than Not Started, Void, Expired, and Escalated status, and the tasks that are not in final status. **Note:** If you are a normal collector, it displays the number of tasks assigned to you. If you are supervisor collector, it displays the number of tasks assigned to you and the collectors under you in various user groups where you are the supervisor.
User Assigned	Displays the user name of the collector to whom the task is assigned.
Actions	Indicates the action that can be performed. Click to navigate to Case Summary page. If you navigate to **Case Summary** page from here, the particular account number is in context.

This section consists of the following topics:

- Searching for Account Specific Tasks
- Reassigning Account Specific Tasks

5.2.1 Searching for Account Specific Tasks

You can search for tasks with specific search criteria, such as account number, overdue amount, and days past due on the account.

To search for account specific tasks:

1. From the main menu, navigate to **Collections** and then click **Task Summary.**

   The **Task Summary** page is displayed. By default, **Task** tab is displayed.
2. Click the **Account** tab.
3. Expand the **Filter** section and enter the search criteria.
4. Click **Search.**

5.2.2 Reassigning Account Specific Tasks

If you are a supervisor, you can reassign accounts to any other collector within your user group. When you assign an account to another collector, all tasks associated with that particular account are assigned to the collector.

To reassign account specific task:

1. From the main menu, navigate to **Collections** and then click **Task Summary.**

   The **Task Summary** page is displayed. By default, **Task** tab is displayed.
2. Click the **Account** tab.
3. Expand the **Filter** section and enter the search criteria.
4. Click **Search.**
5. In the search results, select the check box corresponding to the account number that you want to assign to another collector.
6. From the **Assign To User** field, select the user name of the collector to whom you want to assign the account and its associated tasks.
7. Click **Assign.**

5.3 Customer

This tab displays customer-wise list of tasks, which are assigned to you. It displays tasks based on the primary customer of the account. These tasks are related to the accounts that belong to segments where Ignore Group Basis switch is enabled and Group Basis is set as Customer for the product processor.

(Required) <Enter introductory text here, including the definition and purpose of the concept.>

Table 5-4 Field Description: Customer

Field Name	Description
Customer Filters	This section helps you to filter the task list based on customer specific search criteria.
Customer ID	Indicates the customer ID.
Customer Name	Indicates name of the customer.
Account Number	Indicates account number of the customer.
Mobile Number	Indicates mobile number of the customer.
Email	Indicates the email address of the customer.
Unique Identifier	
PAN/SSN	Indicates the pan card number or social security number of the customer.
Country	Indicates the country where the customer is residing as per the customer's address details maintained.

Table 5-4 (Cont.) Field Description: Customer

Field Name	Description
State	Indicates the state where the customer is residing as per the customer's address details maintained.
Zip Code	Indicates the zip code of the area where the customer is residing as per the customer's address details maintained.
<Task List>	The task list displays following details of the tasks.
Customer	Displays the name of the customer.
Customer ID	Displays the customer ID.
Type	Displays the type of customer.
No. of Accounts	Displays the number of accounts of the customer that are in collections.
Total Tasks	Displays the total number of tasks related to the customer that are assigned to you. **Note:** If you are a normal collector, it displays the total number of tasks assigned to you for that the customer across all accounts and segments where group basis is Customer. If you are a supervisor collector, it displays the total number of tasks assigned to the collectors across all accounts and segments for which you are supervisor and where group basis is Customer.
Not Started	Displays the total number of tasks that are in Not Started status. **Note:** If you are normal collector, it displays the total number of tasks related to the customer that are assigned to you across all accounts and segments where group basis is Customer. If you are a supervisor collector, it displays the total number of tasks related to the customer that are assigned to the collectors across all accounts and segments for which you are supervisor and where group basis is Customer.
Escalated	Displays the number of tasks that are in Escalated status. **Note:** If you are a normal collector, it displays the number of tasks in **Escalated** status that are assigned to you. If you are supervisor collector, it displays the number of tasks in **Escalated** status that are assigned to the collectors under you.
WIP	Displays the number of tasks that are in work in progress status. **Note:** If you are a normal collector, it displays the number of tasks in **WIP** status that are assigned to you. If you are supervisor collector, it displays the number of tasks in **WIP** status that are assigned to the collectors under you. The escalated tasks that are in work in progress are not included in this count.
User Assigned	Displays the user name of the collector to whom the task is assigned.
Case Details	Click <icon> to navigate to Case Summary page to view details of the case for which the task is created. If you navigate to **Case Summary** page from here, account number associated with the corresponding task is in context.

- Searching for a Task Based on Customer
  (Required) <Enter a short description here.>

5.3.1 Searching for a Task Based on Customer

(Required) <Enter a short description here.>

(Optional) <Describe the context.>

(Optional) <Describe the prerequisites.>

1. From the main menu, navigate to **Collections and Recovery** and then click **Task Summary.**

   The **Task Summary** page is displayed. By default, **Task** tab is displayed.
2. Click the **Customer** tab.
3. (Required) <Enter the first step.>

   (Optional) <Enter a step example.>
4. <Enter the next step.>

   (Optional) <Enter additional information about the step.>
5. <Enter the next step.>
   - (Optional) <Enter one of the user's choices while performing this step.>
   - (Optional) <Enter another of the user's choices while performing this step.>
6. <Enter the next step.>
   a. (Optional) <Enter a substep.>
   b. (Optional) <Enter a substep.>

5.4 Specialized Cases

This tab displays all the tasks which belong to specialized segments (having Ignore Group Basis as Yes) and are assigned to you.

If you are a supervisor, you can reassign account's strategy to another collector under your hierarchy. When you reassign an account's strategy to another collector, all the tasks related to the account's strategy are also assigned to the collector.

Table 5-5 Specialized Cases

Field Name	Description
Filter	This section helps you to filter the accounts based on account specific search criteria.
Segment	Indicates the segment to which the account belongs. **Note:** You can select multiple segments.

Table 5-5 (Cont.) Specialized Cases

Field Name	Description
Strategy	Indicates the strategy to which the account belongs. **Note:** You can select multiple strategies.
Account Number	Indicates the account number.
Customer ID	Indicates the customer ID associated with the account. Once you select the customer ID, customer name is displayed.
User Name	Indicates user name of the collector or logged-in supervisor to whom the account is assigned. **Note:** For supervisor role, this list displays user name of the supervisor, and user name of all collectors under the supervisor. You can select multiple user names. For collector role, this field is not enabled and displays user name of the logged-in collector by default.
Account List	This section displays the search results for accounts based on specified search parameters.
Account Number	Displays the account number.
Customer	Displays the name of the primary customer associated with the account number.
Segment	Displays the segment to which the account belongs.
Strategy	Displays the strategy to which the account belongs.
Product Type	Displays the product type of the account.

Table 5-5 (Cont.) Specialized Cases

Field Name	Description
Task Not Started	Displays the number of tasks assigned to you, which are in **Not Started** status. **Note:** If you are a collector, it displays the number of tasks assigned to you. If you are supervisor, it displays the number of tasks assigned to you and the collectors under you in various user groups where you are the supervisor.
Task Escalated	Displays the number of tasks that are in **Escalated** status. **Note:** If you are a collector, it displays the number of tasks assigned to you. If you are supervisor, it displays the number of tasks assigned to you and the collectors under you in various user groups where you are the supervisor.

Table 5-5 (Cont.) Specialized Cases

Field Name	Description
Task WIP	Displays the number of tasks that are in progress. This includes the tasks in any status other than Not Started, Void, Expired, and Escalated status, and the tasks that are not in final status. **Note:** If you are a normal collector, it displays the number of tasks assigned to you. If you are supervisor collector, it displays the number of tasks assigned to you and the collectors under you in various user groups where you are the supervisor.
User Assigned	Displays the user name of the collector to whom the task is assigned.
Actions	Indicates the action that can be performed. Click ➔ to navigate to Case Summary page. If you navigate to **Case Summary** page from here, the particular account number is in context.

This section consists of the following topics:

- Searching for Specialized Cases Specific Tasks
- Reassigning Specialized Cases Specific Tasks

5.4.1 Searching for Specialized Cases Specific Tasks

You can search for tasks with specific search criteria, such as account number, Segment, and Strategy on the account.
To search for specialized cases specific tasks:

1. From the main menu, navigate to **Collections** and then click **Task Summary**.

   The **Task Summary** page is displayed. By default, **Task** tab is displayed.
2. Click the **Specialized Cases** tab.
3. Expand the **Filter** section and enter the search criteria.
4. Click **Search.**

5.4.2 Reassigning Specialized Cases Specific Tasks

If you are a supervisor, you can reassign account's strategy to any other collector within your user group. When you assign an account's strategy to another collector, all tasks associated with that particular account's strategy are assigned to the collector.
To reassign account's strategy specific task:

1. From the main menu, navigate to **Collections** and then click **Task Summary**.

   The **Task Summary** page is displayed. By default, **Task** tab is displayed.
2. Click the **Specialized Cases** tab.
3. Expand the **Filter** section and enter the search criteria.
4. Click **Search.**
5. In the search results, select the check box corresponding to the account number that you want to assign to another collector.
6. From the **Assign To User** field, select the user name of the collector to whom you want to assign the account's strategy and its associated tasks.
7. Click **Assign**.

5.5 Call Summary

This tab displays the action results captured by the logged in collector on previous and current working day.

Table 5-6 Field Description: Call Summary

Field Name	Description
Task	Displays the task name.
Task Status	Displays the status of the task.
Account Number	Displays the account number.
Call Date Time	Displays the data and time of the call.
Action	Indicates the action captured related to the task.
Result	Indicates the result captured for the selected action.
User Assigned	Displays the user name of the collector to whom the task is assigned.
Actions	Indicates the actions that can be performed. The options are: • **Notes**: Displays AI and User captured notes. • **Call Compliance Details**: Displays the overall compliance report generated by Generative AI model.

5.6 Specialized Cases

This tab displays the tasks assigned to you related to the specialized segments to which you are associated where the grouping basis is not applicable.

Table 5-7 Field Description: Specialized Cases

Field Name	Description
Specialized Cases Filter	This section helps you to filter the task list based on specific search criteria for specialized cases.
Segment	Indicates the segment to which the account belongs for which the tasks are created.
Strategy	Indicates the strategy applicable on the segment. **Note:** The list displays strategies related to the selected segment.
Account Number	Indicates the account number.
User Name	Indicates user name of the collector. **Note:** For supervisor role, it allows to search and select multiple user names of the collectors under the logged-in supervisor or logged-in supervisor's user name. For normal collector role, this field is not enabled and displays user name of the logged-in collector by default.
Customer ID	Indicates the customer ID.
<Task List>	The task list displays following details of the tasks.
Account Number	Displays the account number.
Customer	Displays the name of the customer.
Product Type	Displays the product type of the account.
Segment	Displays the segment to the account belongs.
Strategy	Displays the strategies applicable on the account.
Total Tasks	Displays the total number of tasks applicable on the customer, account, segment, or strategy. **Note:** If you are a normal collector, it displays the total number of tasks assigned to you related to the customer, account, segment, or strategy where ignore group basis is Yes for the product processor. If you are a supervisor collector, it displays the total number of tasks assigned to all the collectors under you. These tasks are related to the customer, account, segment, or strategy where ignore group basis is Yes for the product processor.
Not Started	Displays the total number of tasks that are in Not Started status. **Note:**
Escalated	Displays the total number of tasks that are in Escalated status. **Note:**
WIP	Displays the total number of tasks that are in Work in Progress status. **Note:**
User Assigned	Displays the user name of the collector to whom the task is assigned.
Case Details	Click <icon> to navigate to Case Summary page. If you navigate to **Case Summary** page from here, account number associated with the corresponding task is in context.

- Searching for a Task Created for Specialized Cases
  (Required) <Enter a short description here.>

5.6.1 Searching for a Task Created for Specialized Cases

(Required) <Enter a short description here.>

To search for a task created for specialized cases:

1. From the main menu, navigate to **Collections and Recovery** and then click **Task Summary.**

   The **Task Summary** page is displayed. By default, **Task** tab is displayed.

2. Click the **Specialized Cases** tab.
3. Enter the search criteria and click Search.

6

Agent Task List

The **Agent Task List** page facilitates field collectors to view summary of the tasks that are assigned to them on the hand held devices like mobile, tablet and helps to perform various actions on the tasks.

It provides easy access to the tasks that you need to work on. This list view is displayed based on the user role of the logged in user as explained below:

- The Collector role should be defined as ‘FIELD_COLLECTOR_ROLE’ in security management system.
- The list displays all the tasks assigned to the logged in user.

Table 6-1 Field Description: Agent Task List

Field Name	Description
<Account Number>	Displays the account number for which the task is created.
<Customer Name>	Displays name of the primary customer associated with the account number.
<Task Status>	Displays the status of the task.
<Overdue>	Displays the overdue amount
<Follow-up Date>	Displays the follow-up date of the task.
<Actions>	Indicates the actions that can be performed. The options are: • Customer Details • Account Details • Promise • Result
Account Details	**This section is displayed if you click Account Details link.**
Total Outstanding	Displays the outstanding amount on the account.
Amount Overdue	Displays the overdue amount on the account.
Days Past Due	Displays the days past due on the account.
Loan Type	Displays the product subtype of the account.
Collection Status	Displays the collection status of the account.
PTP Record	Displays count of all the PTPs created on the account. It displays the count of following PTPs: • **Active**: Count of PTP that are active. • **Broken**: Count of PTP that were broken by the customer. • **Kept**: Count of PTP that were fulfilled by the customer.
Branch	Displays the name of the branch with which the account is associated.
Loan Amount	Displays the amount of loan availed on the account and the current rate of interest. **Note**: This field is displayed only for a loan account.
Frequency	Displays the frequency of repayment of installment by the customer on the loan amount. **Note**: This field is displayed only for a loan account.

Table 6-1 (Cont.) Field Description: Agent Task List

Field Name	Description
Last Due Date	Displays the due date of last installment. **Note**: This field is displayed only for a loan account.
Next Installment	Displays the amount of next installment along installment due date. **Note**: This field is displayed only for a loan account.
Maturity Date	Displays the loan closure date as per the repayment schedule. **Note**: This field is displayed only for a loan account
Account Limit	Displays the limit of account. **Note**: This field is displayed only for overdraft account and LOC account.
Limit Expiry Date	Displays the expiry date of the limit. **Note**: This field is displayed only for overdraft account and LOC account. For LOC account, you can also view the bill details.
Credit Card No	Displays the credit card number. **Note**: This field is displayed only for Credit Card account.
Card Limit	Displays the limit of credit card. **Note**: This field is displayed only for Credit Card account.
Last Due Date	Displays the due date of the last unpaid bill missed by the customer. **Note**: This field is displayed only for Credit Card account.
Customer Details	**This section is displayed if you click Customer Details link.**
Address	Displays the preferred address of the customer.
Primary Contact	Displays the preferred contact number of the customer.
Email	Displays the preferred email address of the customer.
Capture Promise	**This section is displayed if you click Promise link.**
Promise Amount	Indicates the amount that the customer has promised to pay. By default, overdue amount is displayed.
Promise Type	Indicates the promise type.
Promise Date	Indicates the date on which customer has promised to pay the amount.
Action Result	**This section is displayed if you click Result link.**
Action	Indicates the action related to the task. The list displays all actions that are mapped with the strategy in segment.
Result	Indicates the result for the selected action. The list displays all the results configured for the selected action.
Follow-up Date	Indicates the next follow-up date of the task. **Note**: The date should be later than or equal to the business date.
Status	Indicates the next status of the task. **Note**: The list displays all the statuses to which the task can move from the current status. If the current status of the task is escalated, you can move the task to any status maintained in the workflow of task.
Notes	Indicates notes related to the task.

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