

# Latitude

by Genesys

## The Ultimate Collection Software

The collection software that empowers you with  
**control over your own data** and processes

Speaker Name, Title

12 October 2021



# What is Latitude by Genesys?

## Empowering users to customize business logic

Latitude by Genesys is the ultimate debt collection software for creditors, collection agencies and debt buyers to manage accounts and the recovery process.

Our cloud or premise-based software solutions give you the powerful features you need to maximize recovery dollars while minimizing compliance risk and providing the best experience for consumers.



# Who is Latitude by Genesys Designed For?

**Latitude by Genesys** is the platform used after a consumer stops paying on an account and moves into the **delinquency** and **charge-off** stages of the credit cycle.



## Creditors

Any business that extends credit to consumers and manages or outsources past due accounts.



## Collection Agencies

Companies that communicate with consumers to recover past due funds.



## Debt Buyers

Organizations that purchase distressed receivables and outsources collection efforts.

**“We do things differently  
and Latitude empowers us  
to customize the software  
to fit our unique needs”**



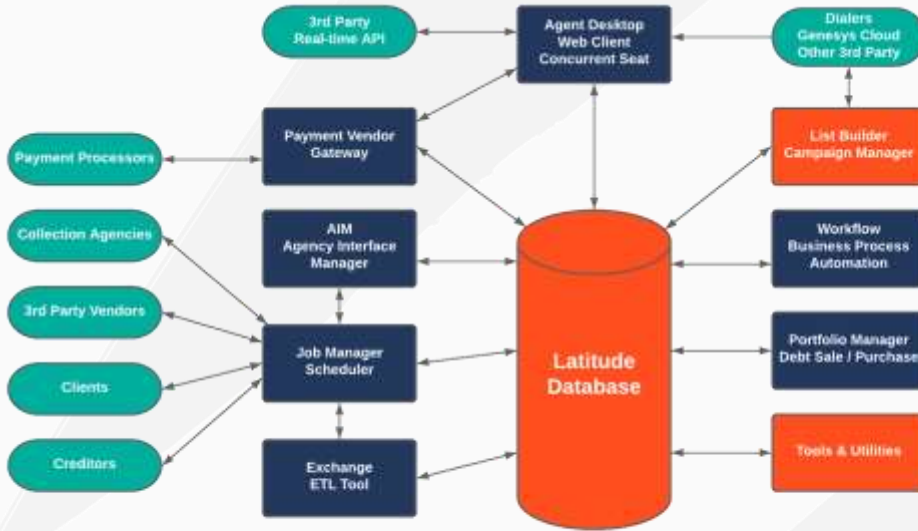
**Marian Sangalang, VP**  
The Bureaus, Inc.  
(Debt Buyer)



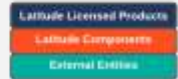
# The Latitude by Genesys Ecosystem

Latitude can be used in the cloud or on-premise with powerful features.

- User empowered configuration
- SQL database
- API integration
- Access to full product suite
- Localized management and control



**Latitude**  
by Genesys



# The Latitude Product Suite



## **Agent Desktop**

Dynamic layouts to display essential information for agents based on client codes and more.



## **Agency Interface Manager**

Simplifying sending and receiving of important data between creditors and servicers.



## **Workflow Designer**

Building automated workflows through a simple drag & drop design interface.



## **Exchange ETL Tool**

Integrating data workflows with external software and platforms for easy data movement.



## **Reporting & Queries**

Creating queues and reports to focus agent efforts and learn from historical data.



## **Fusion Pre-Integrations**

Pre-built integrations with popular platforms, software systems and data providers.

# Agent Desktop

Empower your agents with dynamically customized screen views based on creditor requirements, product types and much more.

- Browser-based user interface
- Highly configurable screen content and layouts
- Full collection and recovery functionality
- Single desktop for pre- and post charge-off
- Payments and arrangement management
- Provides a 360 degree view of a customer



“Latitude by Genesys is the heartbeat of our operation. The features, scalability, and ability to connect with vendor partners of our choice sets their product apart from the competition. Latitude by Genesys allows us to deliver customizable solutions for our clients in a way that no other platform can.”



**Jack Brown III**

Gulf Coast  
Collection Bureau  
(Collection Agency)

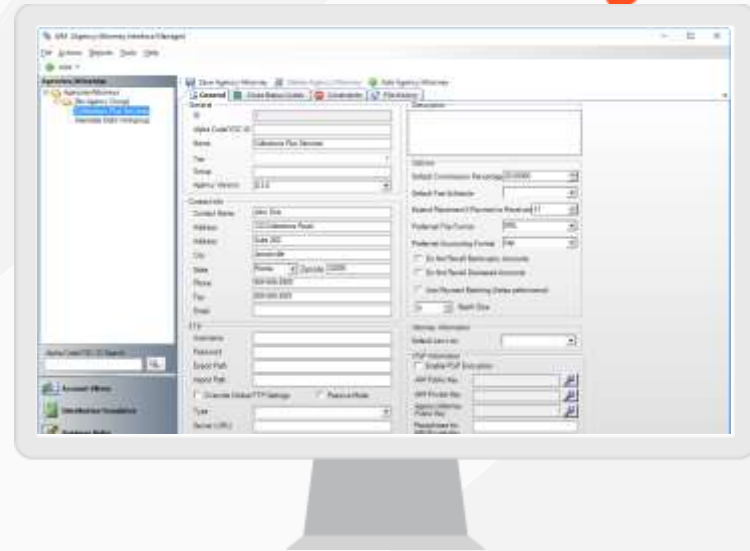




# Agency Interface Manager (AIM)

Simplify the process of outsourcing accounts to collection agencies and collection law firms to improve bottom-line recovery results.

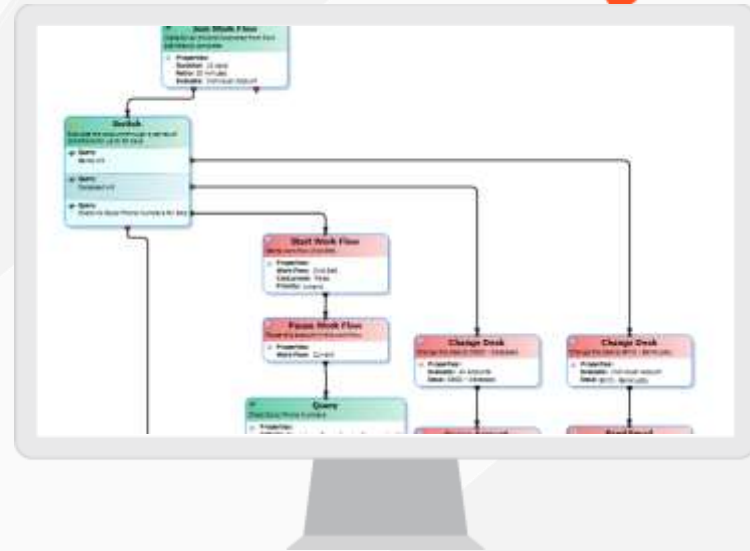
- Simple or complex multi-tier strategies
- Data exchange for compliance, including Reg-F
- Account strategy timing and flow
- Bi-directional data updates
- Performance and champion-challenger reporting



# Workflow Designer

Easily create automation and data waterfall workflows with a simple drag and drop interface.

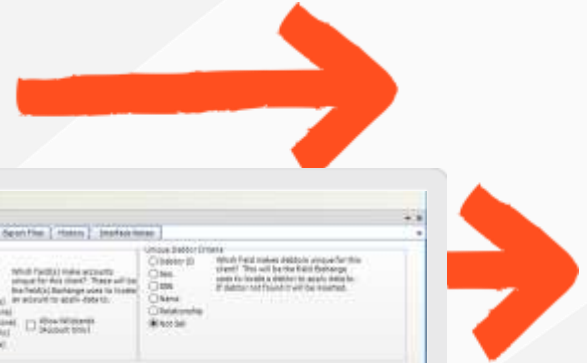
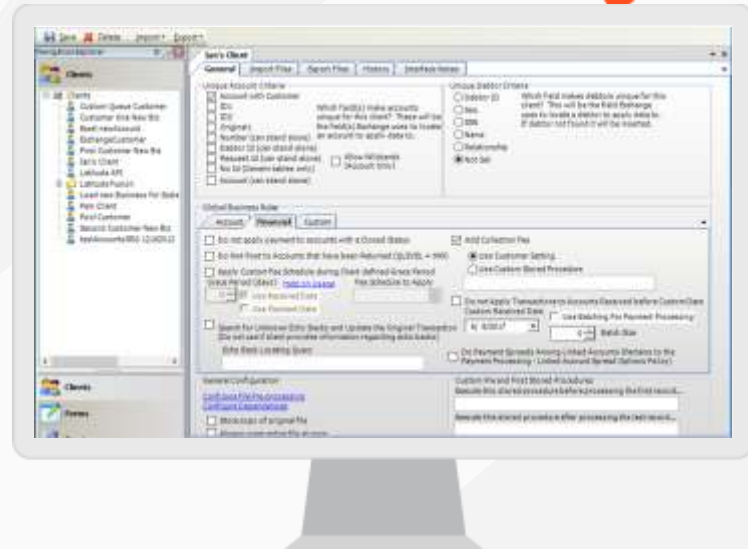
- Standard and user definable events
- Access to all account level data in workflows
- Customize treatment at system, type or client levels
- Create unlimited workflows



# Exchange ETL Tool

Easily and accurately move data in and out of the software to seamlessly extend your collections efforts beyond the borders of Latitude.

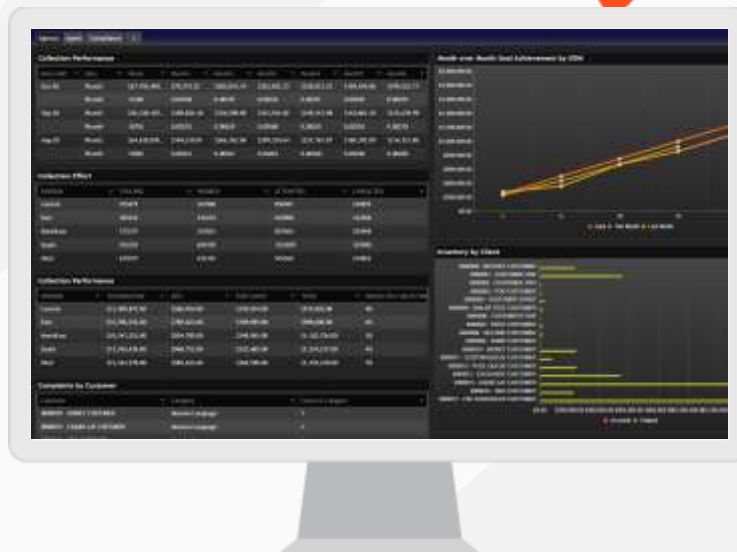
- Collections centric ETL mapping tool
- All standard file types and formats
- Incorporates name and address parsing
- Accessible with embedded C#
- Extensible with SQL stored procedure access



# Reporting & Queries

Use customizable reports, queries and dashboards to keep your finger on the pulse of all your collection and recovery efforts.

- User friendly “no code” reporting building
- Build ad-hoc reports with sorting and drill downs
- Browser-based user interface
- Highly configurable screen content and layouts
- Full collection and recovery functionality
- Single desktop for pre- and post charge-off



# Fusion Prebuilt Integrations

Use the prebuilt integrations to key service providers for a seamless all-in-one contact center experience.

## Data Providers

- Equifax
- eBureau
- LexisNexis
- TransUnion
- And more...

## Payment Processing

- BillingTree / Repay
- Base Commerce
- PaymentSavvy
- Payment Vision
- And more...

## Letter Vendors

- Compumail
- Focus One
- Renkim
- RevSpring
- And more...

## Dialers

- LiveVox
- Dial Connection
- Noble Systems
- TCN
- And more...

## Contact Center Platforms

- Genesys Cloud CX
- Genesys Multicloud CX



# Why Choose Latitude by Genesys?

<h3>Empowered Users</h3> <p>We put the power in the hands of the users without the need for experienced developers.</p>	<h3>Customizable User Interfaces</h3> <p>Build a custom user experience with dynamically displaying the most important information for agents.</p>	<h3>Drag &amp; Drop Workflow Management</h3> <p>Automate workflows and business processes without the need for complex code.</p>
<h3>Easy Data Exchange</h3> <p>Move data easily between the different software and platforms used by your business.</p>	<h3>Detailed Reporting</h3> <p>Keep your finger on the pulse of your results through custom dashboard s and reports.</p>	<h3>Outsourcing Automation</h3> <p>Simplify the management of your third-party collection agencies and law firms.</p>
<h3>Cloud &amp; On-Premise Options</h3> <p>Deploy Latitude by Genesys in your preferred format for a seamless fit into your business.</p>	<h3>Simple Prebuilt Integrations</h3> <p>Pre-built integrations with the most popular third-party vendors you are already using.</p>	<h3>User Support Community</h3> <p>We listen to our users needs to develop our future product roadmaps.</p>

**Charter**  
COMMUNICATIONS

---

**37.25%**

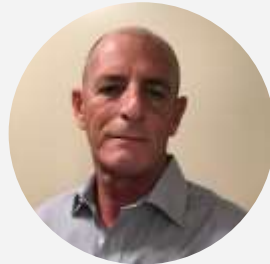
Increase in liquidation rates  
in the first 12 months

 GENESYS™

# Next Steps to Get Started



We are ready to help you and your team create a project plan to get you on the road to success with Latitude.



**Ian Winder**

Product Line Director  
[ian.winder@genesys.com](mailto:ian.winder@genesys.com)  
(678) 814-3122



**Cris Bjelajac**

Line of Business Owner  
[cris.bjelajac@genesys.com](mailto:cris.bjelajac@genesys.com)  
(617) 501-4578

