

**opsdog**

**WORKFLOW**

**BPMN 2.0 FORMAT**

## COLLECTIONS

# Credit Card Collections

The OpsDog General Line Hierarchy

- Collections
  - Credit
  - Account Receivable
  - Collections**
    - Credit Card Collections
- Sales
- Customer Service
- Call Centers
- Product Development

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**Credit Card Collections: Workflow**

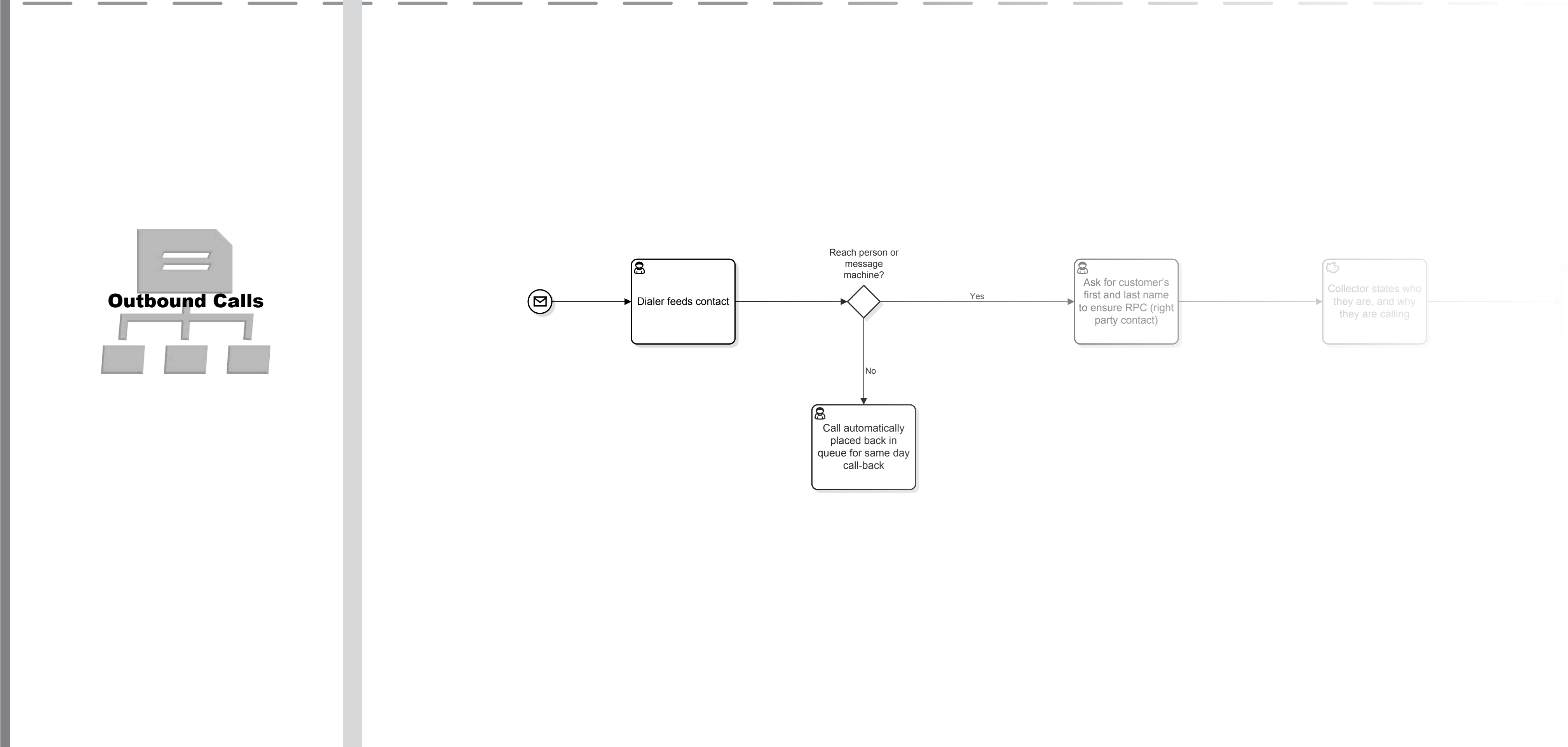
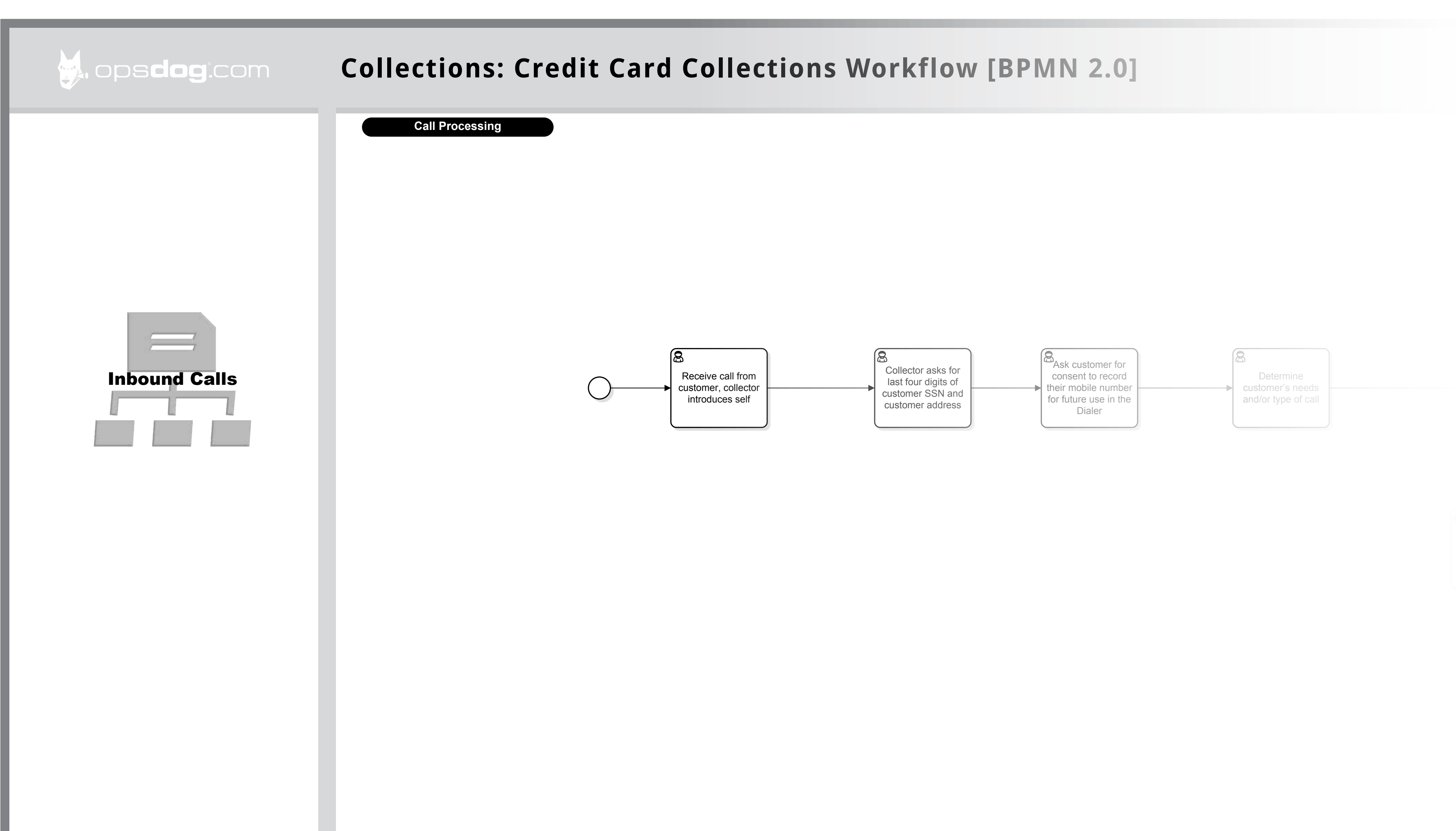
- A** Call Processing
- B** Resolution

**Workflow Description**

The collection of outstanding credit card balances from individual customers (incoming and outgoing call processes). Includes account verification, mini-Miranda statement, payment (partial or full) and promise to pay acceptance (if customer cannot pay at the time of the call).

**Legend**

- Start Event
- Intermediate Event
- End Event
- Gateway
- Group



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