

**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**

- Call Processing
- 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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### Collections: Credit Card Collections Workflow [BPMN 2.0]

**Inbound Calls**

**Outbound Calls**

**Call Processing**

```

    graph LR
      Start(( )) --> Task1[Receive call from customer, collector introduces self]
      Task1 --> Task2[Collector asks for last four digits of customer SSN and customer address]
      Task2 --> Task3[Ask customer for consent to record their mobile number for future use in the Dialer]
      Task3 --> Task4[Determine customer's needs and/or type of call]
  
```

---

```

    graph LR
      Start(( )) --> Task1[Dialer feeds contact]
      Task1 --> Gateway{Reach person or message machine?}
      Gateway -- No --> Task2[Call automatically placed back in queue for same day call-back]
      Gateway -- Yes --> Task3[Ask for customer's first and last name to ensure RPC (right party contact)]
      Task3 --> Task4[Collector states who they are, and why they are calling]
  
```



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