23.0 INTRODUCTION

Debt$Net®’s CT Center Extended Service Option (ESO) provides the link between Debt$Net® and Information Access Technology’s (IAT’s) Communication Technology (CT) Center. The CT Center is designed to increase the productivity of collectors by creating and managing calls lists, automatically making calls, and routing incoming calls from debtors to the appropriate collector. Debt$Net®’s CT Center ESO provides an interface which allows the CT Center real-time access to the current account and debtor information in your Debt$Net® system. This enables CT Center to continuously revise campaign lists and process data based on whether payments are received, contact is made, mail is returned, promises broken, or other information entered that affects the status of the account.

23.1 OVERVIEW OF OPERATIONS

The starting point of the operation is the creation of campaign lists based on a wide variety of variables to suit the agency’s operational needs. Lists can be created by managers or collectors, and multiple lists may exist, each of which can be assigned to one or more collectors. These lists can be worked after your collectors finish their daily call list and scroll list assignments, or in place of using these functions in Debt$Net®.

An intelligent dialing system, one of the components of the CT Center, uses the campaign lists to make calls. When contact is made, the call is routed to the assigned collector, or one of the collectors designated to take overflow calls. The dialing system continuously monitors collectors in order to place calls at a rate which can be managed, yet drives the collectors to work quickly.

When calls are sent to collectors, the debtor name is the first information displayed, followed by the Base Working Screen. A delay may occur in bringing up the Base Working Screen if there is a lot of network traffic. The debtor name is key data used by the collector to start working the
“live” debtor immediately, yet finish data entry tasks. Once the collector has the Base Working Screen open, the debtor is worked the same way as from the call or scroll list. Payment plans are set up, notes recorded, and account and debtor information updated.

CT Centers can also include an Inbound call module. This module handles debtor call backs. It is capable of automatically identifying debtors and accounts and accessing Debt$Net® data files, with no collector involvement. It can also handle routing incoming calls to collectors when requested by the debtor. The Inbound call module can be run after hours, and/or during normal hours of operation.

Call activity is tracked through the use of result codes. The CT Center ESO comes with a standard set of result codes that are captured based on the result of the intelligent dialer (no answer, etc.). In addition, if you have configured Agency File Maintenance to do so, result codes are captured by collectors when they work debtors (payment plan set up, etc.). Other collector management tools in Debt$Net® such as time tracking and audit logs will function normally.

While the basic concept of operation is simple, the CT Center and Debt$Net® Interface ESO provide sophisticated functionality, with significant flexibility for use. The following sections provide details on how to operate the CT Center effectively.

23.2 TERMINOLOGY

There are a number of new terms associated with the CT Center. In addition, IAT uses different terms than traditionally used by Debt$Net®. Since you will also be trained in CT Center operations from IAT, this may be confusing. We know, we get confused. The following list is provided for clarification:

HOST  The term “Host” refers to a shared debtor list created and monitored at a Debt$Net® workstation.

SERVER  The term “Server” in this document will indicate the hardware system you have purchased from IAT. It is where their CT Center software and phone connections reside.

AGENT  An “Agent” is the workstation of a collector.
CAMPAIGN  Any of the lists of debtors created by the CT Center Host, Agents, or for the CT Center Server for automated dialing. Multiple campaigns can exist and be worked at the same time.

23.3 SPECIAL REQUIREMENTS AND INSTALLATION

23.3.1 Special Requirements

The Debt$Net® CT Center ESO works with IAT’s CT Center product and associated modules. IAT’s CT Center is a combination of hardware and software available only through their support staff. Please contact them directly at 1(800) 522-1801 or www.iat-cti.com.

23.3.2 Installation

The CT Center™ Interface Module is designed to work on Windows®-based PCs running multi-user copies of Debt$Net™, version 6.5 or later.

The first step to install this ESO is to have all user’s log out of Debt$Net®. You must have exclusive access to Debt$Net® so that the new menu options will install correctly. To install the CT Center™ Interface Module, insert the CT Center™ Interface Extended Service Option disk into your disk drive and select “Install Eso’s” from the ESO Menu (‘’ESO’s’’) (Figure 23-1).

![Figure 23-1. Install Eso’s Menu Option.](image)

The Select Directory Form displays, prompting you to select the drive where the ESO disk is located (Figure 23-2). If the displayed location is
incorrect, specify a new location by right clicking in the source directory field, scrolling through your drives, and then hitting the “Select” button.

![Select Directory Form](image)

**Figure 23-2. Select Directory Form.**

After the ESO installs, Debt$Net® displays a message confirming installation. After selecting “OK,” exit, then re-enter Debt$Net® to complete the installation process.

### 23.4 CT CENTER™ ADMINISTRATION

Installation of the CT Center™ Interface ESO adds a new CT Center™ submenu option under the ESO’s Menu and a new button to the Base Working Screen. In addition, there are new control flags to set in Status Code Maintenance which allow you to determine whether accounts should be included (or rejected) in campaigns. Administrative functions are performed from the CT Center submenu option. Selecting “CT Center” from the ESO menu displays the CT Center Submenu (Figure 23-3).
Figure 23-3. CT Center Submenu.
The CT Center Submenu provides three selection options, the CT Center Host, CT Center Result Codes Maintenance, and CT Dialer Account Selection. Selections are explained in Table 23-1.

<table>
<thead>
<tr>
<th>Table 23-1. CT Center Menu Selections.</th>
</tr>
</thead>
<tbody>
<tr>
<td>SELECTION</td>
</tr>
<tr>
<td>CT Center Host</td>
</tr>
<tr>
<td>CT Center Result Codes</td>
</tr>
<tr>
<td>Maintenance</td>
</tr>
<tr>
<td>CT Dialer Account Selection</td>
</tr>
</tbody>
</table>

Before operating the CT Center ESO, you will want to review and modify your system’s Status Codes and Result Codes.

23.4.1 Status Code Maintenance

To modify status codes for CT Center operations, select “Status Code Maintenance” from the Utilities menu. On the Status Code Selection Form (Figure 23-4) you will note a new button, “Dial Flags”, has been
added to the form. This new button gives you access to additional flags for controlling whether accounts get included in campaign lists or not. If you want to add new status codes or modify the standard control flags, use the “Add”, “Select”, and “Delete” buttons as described in Section 9.3 of the Debt$Net® User’s Guide. To set new flags available only with the CT Center ESO, hit the “Dial Flags” button to display a modified Status Code Selection Form (Figure 23-5).

Figure 23-4. Status Code Selection Form.

Figure 23-5. Modified Status Code Selection Form.

These status codes will be the same ones previously defined for use in Debt$Net®. Use the scroll bar to browse through the list and locate status
codes that you wish to modify. When you have found one, click on the code and hit the “Select” button. The Status Code Edit Form will appear (Figure 23-6) with fields explained in Table 23-2.

<table>
<thead>
<tr>
<th>SELECTION</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Status Code</strong></td>
<td>Six letter label for the status code. Created as described in Section 9.3 of the User’s Guide. Cannot be modified from this edit form.</td>
</tr>
<tr>
<td><strong>Status Description</strong></td>
<td>A short description of the status code. Created as described in Section 9.3 of the User’s Guide. Cannot be modified from this edit form.</td>
</tr>
<tr>
<td><strong>Dialer Exclusion</strong></td>
<td>Flag this field to stop ALL calls to this debtor when any one of the debtor’s accounts is in this status.</td>
</tr>
<tr>
<td><strong>Account Total Exclude</strong></td>
<td>Flag this field to keep this account from being included in the total owed calculation for the debtor. Used to exclude accounts that have a status code for situations such as less than 30 days, disputed, or covered by a bankruptcy.</td>
</tr>
<tr>
<td><strong>Include Only This Account Total</strong></td>
<td>Flag this field to include ONLY this account when communicating with the debtor.</td>
</tr>
</tbody>
</table>

Check the box next to the field (Dialer Exclusion, Account Total Exclude, Include Only This Account Total) you want to use as criteria for how this account is handled in a campaign list. Only one box can be checked at a
time. Hit the “Save” button to return to the Status Code Selection Form and select another status code to be edited.

23.4.2 CT Center Result Code Maintenance

To track CT Center activity, you will want to capture the results of the calls made by the automated dialing system. In most cases, calls will result in a “no contact” situation, with no collector involvement. This includes disconnected numbers, answering machines, a busy signal, etc. The Debt$Net® CT Center ESO automatically captures the results and stores them with debtor information. Other result codes identify when a debtor has been contacted and routed to a collector to be worked.

In addition, collectors can be required to enter result codes on the Base Working Screen as debtors are worked. A maintenance function for these result codes comes with your basic Debt$Net® system. A flag for capturing these is set on the Agency File Maintenance screen. These result codes are created and maintained as described in Section 9.9 of the User’s Guide. Collectors enter these codes on the base working screen just prior to completing or “Finish”ing a debtor.

Both sets of result codes are stored with the debtor file and appear on reports showing result codes (e.g., from the “Results” button on the base working screen or Account Scroll List).

The result codes maintained through the CT Center ESO have additional capability. The CT Center ESO result codes can be used to move accounts through the system. Accounts can be updated based on what happened with the automated dialing system and/or when the debtor was transferred to a collector. Changes to status, priority, collector, notice date and type, and review date can be made based on the result code returned from CT Center activity. For example, if the dialer reaches a disconnected number message, the account can be reassigned for skip tracing.

To maintain result codes for the CT Center, select “CT Center Result Code Maintenance” from the CT Center submenu. The result code selection form displays (Figure 23-5).
Figure 23-5. Result Code Selection List.

Use the scroll keys to move through the list. You can also scroll horizontally to view additional columns of information for each result code. The Debt$Net® CT Center ESO comes with many result codes already created for you. However, you can add, delete, or modify existing result codes to meet your agency’s needs. To add a new result code, hit the “Add” button. The result code maintenance form (Figure 23-6) will display. An explanation of the data fields is provided in Table 23-2.

Figure 23-6. Result Code Maintenance Form.
Table 23-2. Result Code Maintenance Fields.

<table>
<thead>
<tr>
<th>SELECTION</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Action Code</td>
<td>A seven character alpha-numeric designator for the result code.</td>
</tr>
<tr>
<td>Action Description</td>
<td>Enter a short description of the result of the call.</td>
</tr>
<tr>
<td>Status List</td>
<td>Enter one or more status codes, separated by commas. Debt$Net® will look at this list and, if a match is found, will update the account as indicated in the remaining fields on this form. If no match is found, the account will not be updated, even if the call generated this result code.</td>
</tr>
<tr>
<td>Change Status</td>
<td>Enter the new status code to be assigned to the account.</td>
</tr>
<tr>
<td>Priority</td>
<td>Enter the new priority number to be assigned to the account.</td>
</tr>
<tr>
<td>Collector Number</td>
<td>Enter the new collector (user) number to be assigned to the account.</td>
</tr>
<tr>
<td>Days to Next Notice</td>
<td>Enter the number of days you want to elapse before the next notice (or call) is to be made.</td>
</tr>
<tr>
<td>Next Letter</td>
<td>Enter the next notice type that you want sent out on this account.</td>
</tr>
<tr>
<td>Days to Review</td>
<td>Enter the number of days you want to elapse before the account is scheduled for a review.</td>
</tr>
<tr>
<td>Worked</td>
<td>Check this box if you want to mark the account as “worked” on the date this result code was recorded.</td>
</tr>
</tbody>
</table>

Campaign result information is available from the agency scroll list and from the Collector Contact Result List Report located under the Agency Management submenu under Administration.
23.4.3 CT Center Host

Selecting “CT Center Host” from the CT Center menu allows an administrator to select accounts from the agency’s files and create a calling campaign. This campaign list is resident on the host computer (where Debt$Net® is installed) and can be worked by multiple collectors. Only one Host list can exist at a time.

The advantage of a Host list over other types of CT Center lists (e.g., Server Campaign lists) is that agency managers have more control over the accounts, plus real-time visibility of the results. A Host list is created on a dedicated workstation, with the account selection screen left open. Call results are continuously fed back to the screen, allowing a manager to monitor the call campaign. Depending on the activity, the manager has the ability to stop the campaign, modify the list and re-start a more effective campaign.

As one Host campaign is completed, another one can be generated and started. Agency managers thus create various Host campaign lists throughout the day to target specific clients, address time zone constraints, or work specified balance ranges.

To create a host list, select “CT Center Host” from the CT Center submenu. The account selection screen will display (Figure 23-4).
Figure 23-7. Account Selection Screen.

The account selection screen is based on the Mass Account Change Screen (Section 8.6.4 in the User's Guide). The following steps provide a broad overview of creating a Host Campaign List:

1. Select a subset of debtor accounts to be worked from the entire list of agency accounts.

2. Review the list of debtor accounts in the subset and modify it as necessary.

3. Start (activate) the Campaign.

4. Actively monitor the progress of the campaign.

4. Automatic capture of the call results.

5. Stop or complete the Campaign.
6. Begin the process all over by selecting another subset of debtor accounts to be worked.

*NOTE:* Each time you go through the process of selecting accounts to create a list, the accounts are appended to the list of accounts already selected.

To support these functions, the Host Campaign List selection form is divided into sections. Start the process by entering the selection criteria for the accounts to be put in the Host Campaign List. Enter data into one or more fields in the selection criteria section of the form, based on the calling campaign you want to create. To review selection of accounts, see Mass Account Change, Section 8.6.4 of the User’s Guide. Note that there is an additional field for selection. The “Call List” check box allows you to select the debtors from the collector Call Lists. This means that instead of having collectors place the calls, you can use the CT Center Dialer to place the calls to debtors in the daily call lists.

When you have set your criteria, hit the “Select” button. The debtor accounts that have met the criteria entered now display in the scroll list on the top half of the form. Even if a debtor has multiple accounts, there will only be one entry for a debtor in the list.

The total number of debtors selected for the Host Campaign List will be displayed in the field “Count.” Review the list by scrolling through it. In addition to scrolling up and down through the list, the scroll bars at the bottom allow you to scroll to the right and review additional account data. Individual accounts can be removed from the list by highlighting the account and hitting the “Delete” button. If you are not satisfied with all or most of the accounts selected, hit the “Clear List” button. This will clear the list and allow you to re-enter the selection criteria.

Once you are happy with the Host Call List, create a name for the list and enter it into the field “Campaign.” The campaign name is the name collectors will need to know when they login to work CT Center Campaigns.

To activate the campaign, hit the “Start” button. The debtor information will be passed to the CT Center server and the dialer will start placing calls. Hit the “Stop” button to cancel the campaign. The “Stop” button is used if a Campaign is still in process and a time limit (for example, end of
business day or time zone concern) is reached, or if the feedback from the CT Center is indicating poor results.

Campaign results are monitored on the same screen as account selection. There are two places where information is displayed, the scrolling list and at the bottom of the Account Selection form.

There are four columns in the account selection scrolling list (Figure 23-8) that will be updated during a Campaign: Sent, Reject, Result, Reject Reason. These columns indicate activity for the specific debtor. “Sent” indicates whether this debtor has been sent to the CT Center to be dialed. “Reject” indicates whether this debtor was rejected for the Campaign based on control flags set in Debt$Net®. Reject reasons could be based on flags set in Status Code Maintenance, missing or invalid phone numbers, account set for a payment today, etc. “Result” indicates that a call was made on this account, and that there was some action. For these three columns, Sent, Reject, Result, a simple flag (check?) is entered into the column to indicate a true/false condition. The last field, “Reject Reason” is a short description of why the account was rejected.

The selection list can be re-ordered by clicking on any of the column headers. For example, clicking on “Acct #” will reorder the list in account number sequence.

On the bottom of the screen (Figure 23-9) are several fields which also receive and display information from the CT Center Server. These provide summary and status information for the entire active Host Campaign list. In this case “Sent” is a running total of how many debtors have been forwarded to the CT Center Server. “List Size” is the number of debtors in the campaign. (List Size is the same as the field “Count” at the top.) “Rejections” is a running total of debtors that have been rejected (not sent to the dialer to be called) as the Campaign progresses. Managers can keep track of the “Sent” and “Rejections” to see how far in
the list they have progressed. For example, for a list size of 4000, if you have 1500 Sent and 500 Rejections, you are about half way through the list.

![Table showing status information](image)

**Figure 23-9. CT Server Status Information on Host Campaign.**

There are three other message fields that will be continuously be updated during the campaign. Below the running totals is a field which displays the last communication with the CT Center Server (“Status”). To the right of the Rejections field is a field that will display the reason for the last debtor rejected. Immediately below that is a field where the name of the last debtor is displayed.

These fields are monitored primarily to get a feel for how quickly the campaign is being handled by the CT Center. The agency manager will want to watch the timing closely, so that another Host List can be created and started with no breaks and associated “down time” for collectors.

*NOTE:* Each time you go through the process of selecting accounts to create a list, the accounts are appended to the list of accounts already selected.

### 23.4.4 CT Dialer Account Selection

Campaign lists can be created and managed on the CT Center server. Multiple Server Campaign Lists can be created and worked simultaneously. The campaign lists are created in Debt$Net®, downloaded to the CT Center Server, and then monitored at the CT Center Server workstation. To create a campaign list, select CT Dialer Account Selection from the CT Center Submenu. The Dialer Account Change Selection form will display (Figure 23-10).
23-10. Dialer Account Change Selection Form.

Accounts to be called are selected on this form, reviewed, then sent to the CT Center. You have the option of capturing the results of the calls in a real-time environment (recommended) or accepting the results at the end of the day (not recommended). The fields and buttons on this form support these functions as described in the following paragraphs.

Accounts are selected by setting the appropriate values in the selection criteria fields in the same way accounts are selected for a Mass Account Change (see Section 8.6.4 of the User’s Guide). An additional field, “Call List” can be used to select accounts that are in collector’s daily call lists. This allows call lists to be worked as they would normally in DebtNet®, except that the automated dialer places the calls instead of the collector.

Once the criteria have been entered, hit the “Select” button. All accounts matching the criteria will be placed in a list ready to be sent to the CT Center Server. The list can be reviewed by hitting the “View Dnld” button (see Figure 23-11).
Figure 23-11. List of Accounts Selected.

The total number of accounts matching the selection criteria will display in the field “Count.” Use the scroll bars to move through the list and review the accounts selected. Note that there may be multiple entries in the list for debtors, because they have more than one account which matches the criteria. I.e., this is an account list, and not a debtor list. Return to the Account Selection Screen by hitting the “Quit” button.

If the list was not what you expected, you can start over. Hit the “Del Dnld” button to erase the accounts selected, re-enter your selection criteria, and then hit the “Select” button again.

It the list was satisfactory, you can add to it by entering another set of selection criteria and hitting the “Select” button again. The accounts which match this set of criteria will be added to the list you already have. Again, review the list using the “View Dnld” button.

When the list is complete, forward it to the CT Center Server by hitting the “Dnld File” button. You will be asked if you wish to convert this to a debtor list. Hit the “Yes” button. DebtSNet® will take the account list and convert it to a debtor list, making sure that only one entry for each debtor appears in the campaign list.

Once the debtor file has been downloaded to the CT Center Server, it is managed and monitored from the CT Center Server workstation. Please refer to your documentation for the CT Center.
23.5 COLLECTOR WORK

23.5.1 Overview

CT Center provides a new way for collectors to work besides their daily call list or scroll list. Collectors can create their own call lists that are managed by the CT Center, or can simply handle calls that are routed to them from the Host Campaign List or Server Campaign Lists. Collectors access CT Center operations from the Base Working Screen of any debtor assigned to them. When CT Center is installed, a new button “Ctcenter” will be added on the top right of the Base Working Screen (see Figure 23-12), immediately below the label “ESO buttons.”

![Figure 23-12. Base Working Screen with CT Center Access Button.](image)
Hitting the “Ctcenter” button will bring up the CT Center controller. This is a two-column, vertical button bar that provides the communication link between the collector (agent) and the CT Center Server. The CT Center controller displays on top of the open Base Working Screen. It can be repositioned by clicking on the top and dragging it to the right or left of the Base Working Screen.

To work in the CT Center environment, the collector must first establish a connection with the CT Center, then indicate which campaign list they want to work, how they want to work it (dialing mode of operation), and whether they will be accepting inbound or outbound calls, or both. They also have the option to create and work their own campaign list. Once the collector has set the working criteria, they let the CT Center know they are ready to work debtors.

23.5.2 Connecting to CT Center and Setting Work Mode

Connect to the CT Center by hitting the “Login” button. To set the dialing mode of operation and select the campaign, hit the “SignOn” button. The list and mode selection form will display (Figure 23-13).
The collector can choose one of four dialing modes of operation: Preview, Power, Predictive, and Passive, as described in Table 23-3. Only one dialing mode can be selected.

### Table 23-3. CT Center Dialing Modes.

<table>
<thead>
<tr>
<th>SELECTION</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preview</td>
<td>In the preview dialing mode, the CT Center show the collector the next debtor on the list. The collector will then accept or reject the debtor. If the debtor is accepted, the CT Center dialer will place the call. This is the slowest mode of operation, and provides little advantage over having collectors place calls themselves.</td>
</tr>
<tr>
<td>Power</td>
<td>In the power dialing mode, the CT Center will place calls for the collector when the collector indicates they are ready to work a new debtor. In this mode, the collector sets the pace of the dialer.</td>
</tr>
<tr>
<td>Predictive</td>
<td>In the predictive dialing mode, the CT Center sets the pace for the collector. It anticipates how fast calls can be worked, and places calls accordingly. In this mode, the CT Center literally drives the collector.</td>
</tr>
<tr>
<td>Passive</td>
<td>In the passive mode, a collector indicates they will receive all overflow calls or calls from the CT Center Inbound module (i.e., “live” debtors returning calls from messages that were left).</td>
</tr>
</tbody>
</table>
Next, the collector selects the campaign list that they are to work. The options are “Local List”, “Server List”, or “Host List”. A Server List (Section 24.4.4) or Host List (Section 24.4.3) will have been created by a manager as described previously. For the collector to choose the right list, they will need the correct campaign name for the list. The Host List campaign name is named by the agency manager at the time it is created. Server campaign lists are obtained from the CT Center. You MUST be sure to add the file prefix to the name.

A local list is one created by the collector. The simplest way for a collector to create a local list is to check the box “Call List” on the Campaign List and Dialing Mode Selection Form (refer to Figure 23-13). This list then, is made up of the accounts scheduled for a Type 8 notice for that collector under standard Debt$Net® operations. The only difference is that the CT Center will place the calls for the collector, instead of the collector themselves.

If the call list has been worked for the day, the collector can create other calling campaigns. To create a local list, hit the “Select” button at the top of the form. The account selection form will display (Figure 23-14).

![Figure 23-14. Local List Selection Form.](image)

This selection list works as described in Section 23.3.3 for the Host Campaign List, with the exception that the Collector can ONLY select from accounts that are already assigned to them (i.e., their scroll list). They cannot specify another collector number in the selection criteria. If
the collector wants to work only a portion of their call list at this time (e.g., high balance accounts), then the check the box “Call List”, and the selection criteria will only apply to accounts in the collector’s call list.

Finally, the collector specifies whether they will be working calls from the Inbound Module (debtors returning calls), Outbound Module (automated dialer), or both, by checking the adjacent boxes. The collector then hits the “Finish” button and is ready to work.

23.5.3 Working in the CT Center Environment

After the “Finish” button on the Campaign List and Dialing Mode Selection Form (refer to Figure 23-13) is hit, the screen closes and the collector sees the last base working screen accessed and the CT Center controller. Under the optimum working scenario (Predictive mode), a new debtor is passed to the collector every two minutes (or other elapsed time as specified in the CT Center). This “drives” collectors to work quickly and finish debtors before the next call comes in. To use their time effectively, collectors must be aware of the status and elapsed time on the current call. If they are working in one of the less efficient modes (Preview or Power), they will need to let the CT Center know what the timing should be for placing calls.

⚠️ CAUTION: Collectors should make sure they have completed a debtor and closed appropriate windows in the Base Working Screen indicating to the CT Center that they are “Ready” for another debtor. If they fail to do so, Debt$Net® will not display the incoming debtor’s Base Working Screen.

The buttons on the CT Center controller are used by the collector to communicate with the CT Center. Below the buttons are several display fields that provided the collector status information on incoming calls. The buttons and fields are described in Table 23-4.
Table 23-4. CT Controller Buttons and Fields.

<table>
<thead>
<tr>
<th>SELECTION</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Buttons</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Quit</strong></td>
<td>Use the “Quit” button to stop working in the CT Center. The “Quit” button should only be used when you have been logged out, or cannot leave the CT Center in the normal manner (see “LogOut” and “SignOff”).</td>
</tr>
<tr>
<td><strong>Extend</strong></td>
<td>Use to extend the timer for a fixed amount of time (e.g., 20 seconds). Used when working in the Power or Predictive mode. A call may be extended as many times as necessary. Both the basic time and amount of time to extend are configured from CT Center.</td>
</tr>
<tr>
<td><strong>Login</strong></td>
<td>Used to “Login” to the CT Center and choose dialing mode and campaign list (see paragraph 23.5.2). The “Login” button lets the CT Center know the collector is connected and in what mode they will be working.</td>
</tr>
<tr>
<td><strong>WrapUp</strong></td>
<td>Used when in the Power or Predictive mode to stop the timer. A collector will use the “WrapUp” button to complete any discussions with the debtor, record notes and payment plan, or update any other information. With a collector in “WrapUp” status, CT Center will not pass any new debtors to the collector until they hit the “Ready” button.</td>
</tr>
<tr>
<td><strong>LogOut</strong></td>
<td>To “LogOut” of the CT Center. Used to exit normally from the system. Collectors first “SignOff” the system, then wait to see that CT Center has not passed one last debtor their way. If no live debtors are on line, the collector then hits the “LogOut” button.</td>
</tr>
<tr>
<td><strong>Submit</strong></td>
<td>Not used in the current configuration of CT Center. Reserved for future functionality allowing collectors to forward information to CT Center.</td>
</tr>
<tr>
<td><strong>SignOn</strong></td>
<td>To sign in to CT Center (see paragraph 23.5.2).</td>
</tr>
<tr>
<td><strong>Accept</strong></td>
<td>Tells the CT Center that you want the previewed debtor called. Used only in the Preview mode. When the CT Center receives an “Accept” from a collector, it will begin dialing that debtor.</td>
</tr>
</tbody>
</table>
SignOff

To “SignOff” the CT Center. Used to let the CT Center know the collector is preparing to “LogOut” of the system. When the CT Center receives a “LogOut”, it will stop passing live debtors to the collector.

*NOTE:* A live debtor may already be “enroute” to the collector when the “SignOff” signal is received. Collectors should wait a few moments to make sure there are no more live debtors before following a “SignOff” with a “LogOut”, or debtors may find themselves with a dead line.

Reject

Used when in the Preview mode to reject the previewed debtor. When the CT Center receives a “Reject” from the collector, it will not place the call and move to the next debtor/account in the list. Debtors that have been rejected are not removed from the list. Therefore, a “Reject” works somewhat like a defer, in that the debtor remains on the list and will reappear at a later time.

Ready

Used by the collector to indicate they are ready for the next call. In the Preview mode, the collector must hit the “Ready” button every time they want to move to the next debtor. In other modes of operation, the “Ready” button is used when the collector has finished the “SignOn” process and is ready to work, or to cancel out of a “WrapUp” or “Busy” status. It indicates to the CT Center that the Base Working Screen is stable and work done on any active debtors.

Remove

Used by collectors working in Preview mode to remove debtors from the list. CT Center will not place a call to a removed debtor.

Finish

Same functionality as the “Ready” button. In some working modes, the “Finish” button will be active instead of the “Ready” button.

Drop

Used by collectors to “Drop” the phone line. Indicates to CT Center that the debtor hung up before the collector had a chance to talk to them, and that another debtor should be passed to the collector.
Bus
y
Used to let CT Center know the collector is temporarily busy, but does not want to “SignOff” the system. The collector should wait a few moments after hitting the “Busy” button to make sure that a debtor isn’t already on the line. The “Ready” button is used to let the CT Center know the collector in no longer “Busy”, and ready to work again.

Re
l
e
e
Release

Used to “Release” the phone line for transfer of the debtor to another collector or supervisor. At the same time, the collector must make sure they enter a result code and finish out of the debtor’s base working screen, so that the collector taking the transferred call can access the debtor and account information. Once the debtor has been transferred, the collector must use the “Ready” button to indicate to CT Center that they are ready for another debtor.

Display Fields

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time Left</td>
<td>Amount of time left before the next debtor is passed to the collector. The time allowed for a collector to work a debtor (e.g., two minutes) is unique to the agency and configured at the CT Center workstation.</td>
</tr>
<tr>
<td>120:300:60 (for example)</td>
<td>A running status of the progress of the CT Center through the list will be displayed. The status will include three separate numbers, separated by a colon. The first number (120 in our example), shows the number of debtors from the list that were sent to the CT Center dialer to be called. The second number (e.g., 300) indicates the total number of debtors on the list. The third number (e.g., 60) shows the number of debtors that were rejected before they were sent to the CT Center dialer to be called. Debtors can be rejected based on a variety of criteria (see Section 23.6.3). Collectors can evaluate their progress through the list by adding the first and third number, and seeing how quickly the total approaches the second number (total on list).</td>
</tr>
<tr>
<td>Last Status</td>
<td>Status of the last debtor on the list. The Last Status will change rapidly, as the CT Center works through the campaign list. The Last Status may apply to debtors contacted, or to debtors on the list that were not contacted (no answer).</td>
</tr>
<tr>
<td>Debtor #</td>
<td>The number of the debtor being passed to the collector by the CT Center.</td>
</tr>
</tbody>
</table>
Phone Number

The phone number of the debtor on the line will be displayed in this field.

Name

The name of the debtor being passed to the collector by CT Center.

NOTE: When the collector has not completed the previous debtor’s base working screen, leaving active screens, the base working screen of the new debtor will not display. In this case, to bring up the base working screen of the debtor on the line, the collector must first complete and close (e.g., enter appropriate Result Code and “Finish”) the current debtor. Then, click on the debtor Name to bring up the base working screen of the live debtor.

Phone Not Ready

The status of the phone line of the collector. Lets the collector know that their phone line has not been dropped or hung up and is not available to the CT Center.

Each agency will provide their collectors additional instruction on how they want them to work within the CT Center environment. In addition, specific settings within the CT Center hardware and software environment may change how the CT Center interfaces with Debt$Net®.

23.6 OTHER FUNCTIONS AND FEATURES

23.6.1 CT Center Inbound

CT Center Inbound is a module of the CT Center which handles and routes incoming calls from debtors returning calls made earlier by collectors or the CT Center messaging system. Inbound calls will be routed to collectors who have indicated they are working in a “Passive” mode. Inbound calls are passed to collectors and worked the same as if CT Center placed the call.

23.6.2 Standalone Host

If your CT Center setup includes an Inbound module, you may need to install a standalone Host for Debt$Net®. The CT Center Inbound module allows the agency to remain “open” around the clock and process return calls from debtors. Debtors who were left messages earlier in the day can return the call and select payment options.
For this module to work, the CT Center Inbound module needs to be able to access Debt$Net® data files to determine balance information. However, to perform routine maintenance and backups to Debt$Net®, you will need exclusive access to the system. A standalone host is a separate application which monitors the time and can shut down at a predetermined time so that backups can be performed.

**23.6.3 Campaign List Rejections**

New users to the CT Center ESO are often surprised at the number of rejections that occur. A debtor will be “rejected” from the campaign list and no call placed if:

- There are no active accounts for the debtor;
- There is no phone number for the debtor;
- All accounts are cancelled;
- There is a zero balance for the debtor;
- There are debtor restrictions set for this debtor;
- This account was worked today;
- There is payment activity;
- There are state restrictions for the debtor;
- The account was worked in a collector’s call list; or
- There is a direct contact result code.

To minimize rejections, agency managers must make sure that they are performing many of the same routine functions in Debt$Net® that they normally would. Notices should be run daily, transactions posted, etc. Running the End of Day Call List is also a critical function. Failure to print the report may leave accounts in collector call lists, making them ineligible for selection for a CT Center Campaign.