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Latitude Console Help

Latitude Product Suite

The Latitude product suite consists of several programs that operate together to facilitate the debt collection and recovery process. The programs that are available to you are based on what your organization purchased and installed, and what you have permissions to use. You can open some of these programs within Latitude Console and others from your desktop only.

Program	Description
Agency Interface Module (AIM)	Electronically distributes accounts to other agencies. AIM creates a file that outside collection agencies and attorneys can import into their programs for collection activity. In addition, AIM can import information received from outside collection agencies and attorneys into the Latitude database and process account recalls. For more information, contact your Latitude by Genesys sales representative.
Credit Bureau Reporting Console	Creates and maintains configuration settings used when reporting accounts to credit bureaus.
Custodian Editor	<p>Handles processing for end-of-day activities, including:</p> <ul style="list-style-type: none"> • Deleting invalid information • Creating daily work queues • Scheduling promise reminder letters • Scheduling post-dated check and NITD reminder letters • Evaluating kept and broken promises • Scheduling fulfilled and pending post-dated payments • Calculating simple interest • Creating vendor letter files • Evaluating credit bureau reporting status <p>Because of the complex nature of this program, Latitude by Genesys Support generally performs Custodian tasks. If you need custom modifications to Custodian tasks, contact Latitude by Genesys Support.</p>
Exchange Manager	Allows your organization to create customized import and export files.
Fusion Wizard	Creates request files and processes returned information from various outside service providers.

Goals Manager	Displays statistics for collectors, supervisors, managers, and owners.	
Archive	Moves older, unneeded data out of the Latitude database into an archive database, which can free resources and optimize performance.	
Dashboard	Displays the collection statistics for the logged on user.	
Invoices	Generates invoices for client remittance, issues statements showing receivables, sets up banks (trust accounts) and creates the checks needed for your clients, based on account collection activity in Latitude.	
Job Manager	Allows your organization to schedule recurring processes for unattended operation. You can define file transfers for vendor services; Exchange processes; and AIM imports, and trigger automatic export jobs at the times your company designates.	
Overpayment Manager	Allows your organization to review and manage overpayments, apply them to other accounts, and create refund checks.	
Web Access	Allows clients to view accounts and collection activity. Clients can run reports online and download directly to their workstation. For more information, contact your Latitude by Genesys sales representative.	
WorkFlow	Allows your organization to create account workflows that automate business processes associated to specific accounts.	
Latitude	Allows collectors and agents to manage delinquent accounts and perform collection tasks.	
Letter Console	Generates letters for accounts based on requests created in Latitude. You can create and modify custom letters to merge with account data for any classification of client. You can send letters to a third-party letter service for printing, along with data files containing the account information you specify.	
Link Console	Handles automatic linking of new accounts added to the system based on scores and algorithms.	
List Builder	Creates dialer call lists from List Builder query results.	
Management Suite	Includes the following tools:	
	Account Analysis	Retrieves accounts that meet specific criteria and then sorts, groups, or summarizes the information for review. You can use this tool to create work queues for accounts that meet specific criteria.
	Condition Builder	Modifies selection criteria for query tools.

Credit Report Requester	Requests credit bureau reports for multiple accounts, based on customized selection criteria.
Credit Bureau Reporting Wizard	Creates files to send to credit bureaus.
Custom Queue Manager	Creates queues using customized selection criteria.
Desk Mover	Moves accounts to specified desks based on customized selection criteria.
Letter Requester	Requests letters for multiple accounts based on customized selection criteria.
Pool Queue Manager	Creates a work queue of accounts that collectors assigned to the Pool queue can work.
SQL Author	Creates and stores custom SQL statements using the query builder.
Status Changer	Changes the status for groups of accounts based on customized selection criteria.
Manager Dashboard	Displays real-time statistical collection information. It allows managers to monitor collection activities for all locations, departments, and teams.
Reporting Console	Saves snapshots of reports along with comments you type. Snapshots depict a report at a specific point in time.
User Manager	Allows management of user accounts.

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