



Feature Detail

DAKCS Software Systems, Inc. is a proven leader in accounts receivable management solutions. Established in the early eighties by and for collection professionals, DAKCS has been providing clients with innovative and creative solutions for over twenty eight years. With a diversified client base, ranging from attorneys to first party collections companies, our primary focus has always been and continues to be addressing existing clients' needs. DAKCS provides custom solutions for clients large and small.

General Functionality

- Separate Collection Database/Normalized Database
- Automated Collection Strategies/Workflow Management Tools
- Prioritized Work Queues
- Work Grouped by Time Zone and Collection Stage
- Sub-clients for a master client
- Sub-clients can be consolidated with the master client to produce a consolidated statement
- Accounts can be related across clients (or sub-clients)
- Related Accounts can Viewed Simultaneously
- Customized formatting of statements
- Individual clients can be set up as either Gross or Net remittance clients
- Statements can be regenerated/reprinted for a client for a specific period
- Tracks Multiple Internal & External Contact Names/Numbers
- Recommends Goals and Scripts for Collection Calls
- Collection Tasks Recorded Automatically
- Generates Customizable Correspondence on demand
- Automated letters by client with flexible triggers
- Integrates with E-mail
- Offers Automated Phone Dialing
- Monitors Individual Collector Performance
- Flexible import of debtor data without the need for custom programming
- Designs Custom Reports on Operator Level
- Online, real time coaching
- Access vendor services automatically
- Multiple location and database functionality
- Goals Feedback in real time
- GUI environment
- Web Access - Secure and Customizable remote access for collectors
- Web Access - Secure and Customizable remote access for debtors
- Web Access - Secure and Customizable remote access for clients
- Ability to generate an individual status report for an account (or linked accounts)
- Collector alerts
- Application Development Studio
- User-definable collector/user interface
- User-definable client access interfaces
- Built-in collection agency templates
- User-defined account matching criteria
- User-defined balance buckets
- Configurable Account Flow
- Ability to Extend the Account and Related Tables

Agency Functionality

- Trust accounting
- Complete client activity statement history
- User-defined collection tasks

Recovery Functionality

- Pre Charge-Off Collections
- Post Charge-Off Recovery
- Agency/Attorney Management
- Metro2 Reporting on Post Charge-Off
- Standard Agency/Attorney/Buyer Formats
- Recovery Management Statistics and Reports
- Automated File Processing
- Repossession Tracking
- Bankruptcy/Deceased Management
- Work by Accounts or People (person vs. account centric)

Pre-Charge Off Collections Functionality

- Disputes/Deduction Codes can be assigned
- Offers Customer and Invoice-Level Notes
- Electronically Reproduces/Transmits Invoices

External Vendor/Service Integration

- Automated service requests based on collection strategies
- Interactive service requests initiated by collector or manager
- Complete access to data returned from external vendors
- Automated collection strategies based on returned data
- Process check & credit card payments interactively

Telephony Functionality

- Dialer
- Fully integrated dialer
- Real time read/write access to application database
- Unattended messaging
- Call blending
- Carrier Grade hardware (Nebs compliant)
- Automatic remote error reporting
- Automatic software/firmware updates

Call Recording (Available 4th Quarter 2009)

- Automatic account indexing
- Online storage
- On demand playback into current conversation
- Condition or event triggered recording

IVR

- Fully integrated to application
- Fully integrated to dialer (bidirectional information transfer with call)
- Real time application database access
- Outbound Right Party delivery
- Secure payment authorization