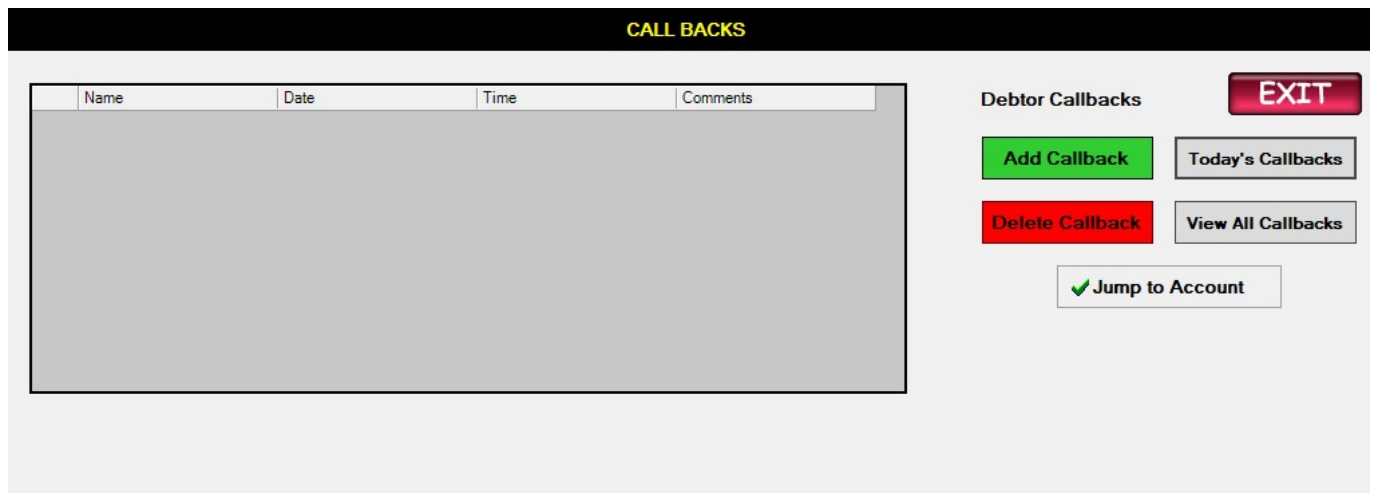


Call Backs

Callbacks are reminders. These reminders are set by the collector to “call someone back”hence the name callbacks. This button doesn’t pull up a que like some other buttons in our system but rather it displays a seperate panel along the bottom of your screen that shows our entire call back system.

When you click this button you will see a screen like below.



Add Callback

When you click the Add Callback button you will create a callback reminder for the account you are currently on. You will see a screen like below.

Add Callback

Callback Date: 10/ 2/2019

Time: 3:00 PM

Comments: Need to call Dale at 3pm.

Add callback for: DALE GRAY

OK CANCEL

Here we set the callback for 3pm on October 2, 2019. Clicking OK will add the callback to the system.

CALL BACKS

Name	Date	Time	Comments
DALE GRAY	10/2/2019	3:00 PM	Need to call Dale at 3pm.

Debtor Callbacks

EXIT

Add Callback Today's Callbacks

Delete Callback View All Callbacks

Jump to Account

There are a few ways for collectors to view scheduled popups. The first is if the collector has a callback scheduled for the same day and he logs in he will see a screen like below.

YOU HAVE CALLBACKS SCHEDULED FOR TODAY!

	Name	Date	Time	Comments
▶	DALE GRAY	10/7/2019	3:30 PM	Need to call Dale at 3:30 PM

[✔ Jump to Account](#) [CLOSE](#)

Then a collector can also click the Today's Callbacks button and see the callbacks due for that day.

When a collector gets a callback notification it will look like the screen below.



 **YOU HAVE A CALLBACK!**

[CLOSE](#)