

To activate the screen pop webservice you will need Collections MAX Professional version 4.0 or higher.

First....click on the gear icon under the zip code (settings) and enter an Administrator Password.

Collections MAX Professional - Decca Software Company

Search Call Backs Promises Work By Index Good Numbers New Biz Skips

Collections Custom Browser

File Number: FT3361
 Name: IMA DEBTOR
 Address: 200 WESTERN AVENUE, LYNN, MA, 01902
 Primary Phone: 555-555-1212
 Alternate Phone: 555-555-1234
 Work Phone: 555-555-155
 Cell Phone: 555-555-1558
 Spouse Work Phone: 555-555-3333
 Birth Date: 12/23/1975 (42 Years Old)
 Employer: MCDONALDS
 Email Address: somebody@somewhere.com
 Client: Client1
 Last Worked: 3/30/2018 (76 days since last payment)
 Social Security#: 000-00-0000
 Type Of Debt: CREDIT CARD
 Original Creditor: CHASE
 Account Number: RAF1236
 Original Balance: \$4,500.00
 Last Pay Amount: \$200.00
 Last Pay Date: 4/2/2018
 Paid to Date: \$200.00
 Current Balance: \$4,300.00
 Last Letter Sent: DM1 on 6/5/2018

Status: NEWBIZ

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You have been on this account for 41 seconds

Hot List Dupes Letters Summary Promise Log Joint Account

Date and Time	User	Log
4/20/2018 AT 2:12 PM	SYSTEM	POSTED PAYMENT of \$200.00.
4/2/2018 AT 12:36 PM	F.Collector	PROCESSED CREDIT CARD PAYMENT FOR \$200.00
3/30/2018 AT 4:16 PM	F.Collector	Spoke to debtor and he wants to make a payment arrangement.
3/30/2018 AT 4:15 PM	F.Collector	PHONED RESIDENCE LEFT MESSAGE ON ANSWERING MACHINE

Payment Info Skip Info Documents Address Log Employer Info Change Status Notate Log

Phone Log Co Debtors Bankruptcy Info Deceased Info Attorney on Account Make Good Number Make Skip Take Payment

You will then see the Settings screen like below. Click the Click Here to Setup button to begin setup.

Settings

XX

Collections MAX Professional Activation Key

Time Zone Alerts

Enable Time Zone Alerts

Please select the times the collector is allowed to call in each time zone.

Eastern Time Zone 9:00:00 AM To 5:00:00 PM

Central Time Zone 9:00:00 AM To 5:00:00 PM

Mountain Time Zone 9:00:00 AM To 5:00:00 PM

Pacific Time Zone 9:00:00 AM To 5:00:00 PM

Alaskan Time Zone 9:00:00 AM To 5:00:00 PM

Hawaiian Time Zone 9:00:00 AM To 5:00:00 PM

Logging

Disable account access notification if other collectors view accounts not assigned..

Disable account access notification if user is a supervisor.

Disable Phone Logging when collectors click to dial.

Options

Disable access to Inventory Viewer

Disable access to change Debtor Name

Hash Social Security Numbers so only last 4 digits show

Restrict payments to not exceed current balance amount

Turn off Account Timer (' You have been on this account for....')

Electronic Payment Processing

SETUP

Click Here to REMOVE Electronic Payment Processing

OK **CANCEL**

Screen Pop Service

NOT SETUP

Click Here to Setup

Click To Dial

SETUP

Click to Modify

Click to REMOVE

CUSTOM

Network Mode

Local Network

Click Here to Change

Now you will see the following screen. You will need to paste the Screen Pop Activation Key that you purchased from our online license manager into the Activation Key box and create a User ID. The User ID you create can be anything up to 4 digits and must

be unique for each user.

Both of these settings will be part of the url that your dialer will need to send when a call has been placed.

There are two modes.

Regular Mode - in this mode if the collector needs to screen pop the account he simply clicks the screen pop button and the account is retrieved. In many dialers like the TMAX dialer the collector will see a built in dialer pop so the collector doesn't need to hit the screen pop button all the time. Only when needing to pull the account up that the dialer was last connected to.

Auto Mode - in this mode the screen pop button is pressed before a dialer call is placed and then the dialer is invoked. This causes the screen to pop inside Collections MAX when a call is connected. This mode is recommended for dialers that do not have an on screen screen pop system.

Please note that activation keys for the screen pop service are not the same as license keys from other Collections MAX products and need to be purchased separately.

Screen Pop Service Settings

Our Screen Pop Web Service is a subscription based hosted service that a compatible dialer (like the TMAX Dialer) can use to pop accounts in Collections MAX when a call has been connected.

Low cost monthly subscriptions can only be purchased through your license manager at <https://www.collectionsmaxlicenses.com>

User ID: **4 Characters Maximum**

This must be the same userid specified in the dialer when an account is connected.

Activation Key:

Paste Activation Key

- Regular Mode (button is pressed to retrieve last called)
- Auto Mode (button is pressed before dialer call is placed for auto pop)

Activate **Cancel**

Click the Activate button...and if your Activation Key is correct and you are connected to the internet the service should now be activated.

Close out the settings dialog and the Main screen in Collections MAX Professional should now have the screen pop button that the collector needs to click either after a call is connected (Regular Mode) or before a call is placed by the dialer (Auto Mode).

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Collections Custom Browser

File Number	FT3361	Primary Phone	555-555-1212	Social Security#	000-00-0000
Name	IMA DEBTOR	Alternate Phone	555-555-1234	Type Of Debt	CREDIT CARD
Address	200 WESTERN AVENUE	Work Phone	555-555-155	Original Creditor	CHASE
		Cell Phone	555-555-1558	Account Number	RAF1236
	LYNN	Spouse Work Phone	555-555-3333	Original Balance	\$4,500.00
	MA	Birth Date	12/23/1975 42 Years Old	Last Pay Amount	\$200.00
01902	Employer	MCDONALDS	Last Pay Date	4/2/2018	
Status: NEWBIZ		Email Address	somebody@somewhere.com	Paid to Date	\$200.00
		Client	Client1	Current Balance	\$4,300.00 M
		Last Worked	3/30/2018 76	Last Letter Sent: DM1 on 6/5/2018	

73 Days since last payment

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You have been on this account for 8 seconds

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