

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

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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  
 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  
 Status: NEWBIZ  
 Client: Client1  
 Last Worked: 3/30/2018 (76 days since last payment)  
 Last Letter Sent: DM1 on 6/5/2018

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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

<b>XX</b>	
<b>Collections MAX Professional Activation Key</b>	
<b>Time Zone Alerts</b>	<b>Screen Pop Service</b>
<input type="checkbox"/> <b>Enable Time Zone Alerts</b> <i>Please select the times the collector is allowed to call in each time zone.</i>	<b>NOT SETUP</b> <a href="#">Click Here to Setup</a>
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	
<b>Logging</b>	<b>Click To Dial</b>
<input type="checkbox"/> Disable account access notification if other collectors view accounts not assigned..	<b>SETUP</b> <a href="#">Click to Modify</a> <a href="#">Click to REMOVE</a> <b>CUSTOM</b>
<input type="checkbox"/> Disable account access notification if user is a supervisor.	
<input type="checkbox"/> Disable Phone Logging when collectors click to dial.	
<b>Options</b>	<b>Network Mode</b>
<input type="checkbox"/> Disable access to Inventory Viewer 	<b>Local Network</b> <a href="#">Click Here to Change</a>
<input type="checkbox"/> Disable access to change Debtor Name	
<input checked="" type="checkbox"/> Hash Social Security Numbers so only last 4 digits show	
<input type="checkbox"/> Restrict payments to not exceed current balance amount	
<input type="checkbox"/> Turn off Account Timer (' You have been on this account for....')	
<b>Electronic Payment Processing</b>	
<b>SETUP</b> <a href="#">Click Here to REMOVE Electronic Payment Processing</a>	
<a href="#">OK</a> <a href="#">CANCEL</a>	

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)

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

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