

There are two modes that the screenpop webservice supports.....Regular Mode and Auto Mode.

These modes are selected when you activate the screen pop webservice in the Activation screen.

For Regular mode:

In Regular mode the collector does not need to click on the screen pop button in Collections MAX Professional prior to placing a call via the dialer like in Auto mode. Instead the collector clicks on the screenpop button AFTER a call has been connected via the dialer to bring up the account that the collector is currently on the phone with.

The collector does not need to click the screenpop button every time a call has been connected. In this mode the collector only clicks the screenpop button when the collector needs to bring up the account that the dialer just connected to.

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

73 Days since last payment

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You have been on this account for 8 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

The collector will see the below popup and the last connected call the webservice received will automatically be shown on screen in Collections MAX Professional.



For Auto Mode:

In Auto mode the collector needs to click the screenpop button PRIOR to starting the predictive dialer. When a call has been connected by the dialer the software itself will pop the account.

There is a one minute timeout on this version of the screenpop for the collector to place the call via the dialer to reduce the load on our servers.

