

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

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 M

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.

