LATITUDE BY GENESYS ROADMAP

Product Management

2024-2025

CONTENTS

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The product roadmap presented is for informational purposes only. It represents Genesys' current plan of record for the associated products. Genesys at its sole discretion has the right to add or delete any features or functionalities from the current feature roadmap.

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There are no penalties, liquidating damages or other remedies associated with changes to the product plans including cancellation of any specific feature or functionality or delay in the timing of development.

TOOLS AND RESOURCES

Resources

LATITUDE USER GROUP

User Group community is for professionals to meet and discuss about Latitude by Genesys...

This community is a great portal for staying connected to any action taking place in the ARM Industry!

Customers, Partners and Employees share ideas and help us surface the most valuable items for product management to add to future releases.

Visit our user group community site by going to:
https://community.genesys.com/communities/latitude

Home / Communities / Latitude

☰ Community Navigator

Community Home | Discussion 117 | Library 15 | Events 1 | Members 78

Latitude by Genesys - User Group

Latest Discussion Posts Start a Discussion

RE: A Special Thank You Gift
By: Lee Waldron , 15 hours ago
Will do Lee Waldron Senior Project Manager Receivable Solutions, Inc. Phone: 803.744.3114 Fax: 803.790.0447 Email: lwaldron@rsicollects.com 800 Dutch Square Boulevard, Suite 100 | Columbia, SC 29210 ...

RE: A Special Thank You Gift
By: Cris Ebrieger , 15 hours ago
Hi Lee, I got you down. I have to wait until I get about 20 more orders/sizes in so I can make a single print run of the shirts. I am SHOCKED at how few people have signed up. Maybe you could help encourage your network to sign up for the User ...

RE: A Special Thank You Gift
By: Lee Waldron , 15 hours ago
I responded the same day. Where is my shirt?? Lee Waldron Senior Project Manager Receivable Solutions, Inc. Phone: 803.744.3114 Fax: 803.790.0447 Email: lwaldron@rsicollects.com 800 Dutch Square Boulevard, ...

RE: Searching Workflow Designer
By: Jeff Rockel , 2 days ago
Mike, John, et.al. Thank you all for the input. I like both the SQL and break-down-into-groups ideas. As I am an SQL novice, I will talk these over with the team. Kind regards, Jeff ------------------- Jeff Rockel Receivable Solutions ...
1 person likes this.

RE: Searching Workflow Designer
By: John Everman , 2 days ago
Jeff, Just a thought...you could break your single switch out into multiple switches (perhaps by dept, client or team). That would make it easier to find an individual as opposed to searching through one giant switch. Does that sound like a possible ...
1 person likes this.

More

Latest Shared Files Add

Latitude by Genesys 12.0 Agent Desktop Overview (v ...
By: Barbara Martin 9 days ago
This video provides an overview of the Latitude by Genesys agent desktop. #LiquidDesktopV12

Job Manager Overview (video)
By: Barbara Martin 9 days ago
This video provides an overview of Job Manager for automating file transfers into and out of your Latitude ...

WorkFlow Designer Overview (video)
By: Barbara Martin 9 days ago
This video provides an overview of Latitude Workflow for implementing business process automation within ...

More

Welcome to the Latitude User Group

LATITUDE by GENESYS
GENESYS
Click Here to Learn More
The Latitude User Community: For Users, By Users

Cole's First Live Stream

Help Wanted!

Cole Needs YOUR Advice!
Chances to win
Certification Exam and
GCAP Points

Latitude ACA 2019

LATITUDE by GENESYS
Visit us at ACA Annual Convention
San Diego | July 14-16, 2019
ACA Registration Site

Come see Latitude by Genesys at ACA in San Diego

Helpful Links

Communities

Ideas Labs

WHERE TO FIND LATITUDE BY GENESYS ONLINE 📣

- Description Page on Genesys Website - https://www.genesys.com/collateral/latitude-by-genesys

- Latitude on LinkedIn - https://www.linkedin.com/company/latitude-genesys/

- Latitude on Receivables Info - https://receivablesinfo.com/profile/latitude-by-genesys/

Roadmap Terminology

DELIVERED 2024R1

Features that are already released

You should now be able to access and learn more about them on Latitude Help

TO BE DELIVERED 2024R2

Features we are currently working on for you and are working hard to get them released in May

TARGET

Features we are planning to work on after the upcoming release.

Features Delivered in 2024 R1

1

Documentation Handling For AIM

AIM and AIM Receiver have been enhanced in the newest file format to support the sending of documentation as a supplemental file during placement or when sending request and response updates to agencies. Documents to be sent can based upon the document type definitions in Latitude and will be transmitted in a compressed (ZIP) file of a new file type of "CDOC". New records in the placement and request and response files will indicate if a documentation file is included.

2

License Management

License management for Latitude has been enhanced to utilize a license key system for both concurrent seat licenses and licensed individual products. Key management supports both subscription (Premise or Cloud subscription) and legacy perpetual licenses.

3

Centralized Event Logging

Centralized system event logging has been enhanced to include events generated by all Latitude applications and now provides the ability to filter events by date range. Applications that now generate System Events for Add/Change/Delete activities or generation of files includes: AIM, CBR Console, CBR Wizard, Custom Queue Manager, Exchange, Letter Console, Link Console, List Builder, Job Manager, Pool Queue Manager, and Workflow.

4

Account Creation via Manual Entry or Rest API

Enhancement allows for manually creating an account in Latitude directly from the Agent Desktop. A new permission has been added at the System, Role, and Scope levels to enable or disable the ability to add accounts. Default behavior does not permit manual account creation. New public Rest API has been added that allows for the creation of accounts directly from other systems. Existing Rest API can be utilized to populate additional data on the newly created account.

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Upcoming Features To Be Delivered in 2024 R2

1. Consent for Pre-recorded messages

2. Statute of Limitations Functionality

3. Enhancements to Data Replication on Linked Accounts

4. Healthcare Insurance Follow-up and Collections Capability

5. Manual Linking changes (merging two link ids)

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TARGET LATITUDE PRIORITIES

Target Features

PUTTING <u>YOU</u> AT THE TOP OF OUR PRIORITY

1	Improved State Level Compliance Support
2	User Configurable Account Warnings and Warning acknowledgement
3	Arrangements Panel Rework for Improved User Experience

Target Features

PUTTING <u>YOU</u> AT THE TOP OF OUR PRIORITY

4	AIM Enhancements to General Usability
5	Query Tool Enhancements Field-to-Field Comparison
6	Port standard reports from Crystal to Standard Reporting format

LATITUDE FUTURE FEATURES

Collection Costing

UI/UX enhancements

New Communications
Anchor to
show communication details

Early Processing of
Payments

Vendor Auditing (Fusion)

License Management
Enhancement for Central
License Server

Mobile Payment App

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THANK YOU

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