Latitude® Release Notes

Version 2020 R2

Last updated October 21, 2020

Abstract

This document summarizes new features in Latitude and its related products and components.

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Table of Contents

Introduction to Release Notes 1

Product Notices 2

New Features in 2020 R2 3

- New Features in 2020 R2 3
- Latitude 3
  - Account Reactivation 3
  - Reassign an account to desk 3
  - Set a Timed Reminder 3
  - Maintain Account Restrictions 3
  - Permissions 3
  - Task panels 3
- List Builder 4
  - Export a call list to a Genesys Cloud campaign 4

New Features in 2020 R1 5

- New Features in 2020 R1 5
- Account Analysis 5
  - Collateral conditions 5
- AIM 5
  - Notes 6
  - Phone consent 6
- AIM Receiver 6
  - Phone consent 6
- Exchange Manager 6
  - Import and export 6
- Job Manager 7
  - Job categories 7
- Latitude 7
  - Permissions 7
  - PureCloud integration 7
  - Reference panels 7

System codes and settings 7
Task panels 8
Latitude Console 8
CBR Special Comment tool 8
Latitude Installation and Configuration 8
WorkFlow Designer 8
System events 8

Introduction to Release Notes

The Release Notes include all new features and visible changes introduced in Latitude 2020 R1 and later, and its related products and components. The release includes a system-generated New Features and Summary file that provides detailed lists of public changes in the release. These files are available in the Latitude Documentation Library.

Product Notices

Starting with the release on April 30, 2020, Latitude by Genesys changed the release naming convention. Previously, we identified releases by version number plus the Service Update (SU) number. For example, Latitude 12.0 SU12. The new naming convention identifies releases by release year and release cadence. So, the April 30, 2020 release is officially known as Latitude 2020 R1.

New Features in 2020 R2

New Features in 2020 R2

The following products or components include new features in the Latitude 2020 R2 release.

- Latitude
- List Builder

Latitude

Latitude 2020 R2 includes the following new features and permissions.

Account Reactivation

Added ability to reinstate an account and unreturn an account.

Reassign an account to desk

Added ability to reassign an account to your own desk under certain conditions.

Set a Timed Reminder

Added ability to set a reminder for an account associated to your desk and have the reminder appear at a specific date and time.

Maintain Account Restrictions

Added ability to set restrictions that indicate an account requires special handling, for account such as attorney, bankruptcy, deceased, or CCCS information.

Permissions

- Added **Access Reopen Account Permission** for reinstate an account.
- Added **Access Unreturn Account Permission** for unreturn an account.
- Added **Email Request Permission** for email a letter.
- Added **Print Request Permission** for print a letter.
- Added **SMTP Permission** for email messages.
- Added **Bankruptcy Permission** for modify or delete bankruptcy data.
- Added **Deceased Permission** for modify or delete deceased data.
- Added **My Desk Assignment Permission** for reassign an account to desk.

Task panels

- Added ability to **Email a letter**.
- Added ability to **Print a letter**.

List Builder

List Builder 2020 R2 includes the following new features.

Export a call list to a Genesys Cloud campaign

Updated the information about create and export a call list to a Genesys Cloud campaign in a wizard form.

- Added contact list management options
- Added campaign management options

New Features in 2020 R1

New Features in 2020 R1

The following products or components include new features in the Latitude 2020 R1 release.

- Account Analysis
- AIM
- AIM Receiver
- Exchange Manager
- Job Manager
- Latitude
- Latitude Console
- Latitude Installation and Configuration
- WorkFlow Designer

Account Analysis

The Account Analysis tool for 2020 R1 includes the following new features.

Collateral conditions

Added the following collateral conditions for querying accounts based on collateral data or Recovery Database Network (RDN) system data:

- Collateral
- Collateral Auction
- Collateral Auction Appraisal
- Collateral Auction Bid
- Collateral Auction Repair Bid
- Collateral Lease
- Collateral Real Estate
- Collateral Repo Agency
- Collateral Repossession
- Collateral Repo Status
- RDN Master

AIM

AIM 2020 R1 includes the following new features.

Notes

Updated notes export file to include user-generated events that occurred in Latitude after account placement.

- Added user-generated events that occurred in Latitude to the Notes (CNOT) export file. The system doesn't include system-generated notes and events in the export file.
- Added user-generated events that you received from the agencies or attorneys holding the accounts to the Notes (ANOT) import file. The system doesn't include system-generated notes and events in the import file.

Phone consent

- Added phone consent to the Demographics Export File Phone Panel record in the Demographics (CDEM) export file.
- Added phone consent to the Demographics Import File Phone Panel record in the Demographics (ADEM) import file.

AIM Receiver

AIM Receiver 2020 R1 includes the following new features.

Phone consent

- Added phone consent to the Demographics (CDEM) import file.
- Added phone consent to the Demographics (ADEM) export file.

Exchange Manager

Exchange Manager 2020 R1 includes the following new features.

Import and export

Added the following tables to Exchange manager to allow importing collateral data from, and exporting collateral data to the Recovery Database Network (RDN) system.

- Collateral Table
- Collateral Auction Table
- Collateral Auction Appraisal Table
- Collateral Auction Bid Table
- Collateral Auction Repair Bid Table
- Collateral Lease Table
- Collateral Real Estate Table
- Collateral Repossession Table
- RDN Master Table

Job Manager

Job Manager 2020 R1 includes the following new features.

Job categories

Added the **Web API Job** category to allow updates to Recovery Database Network (RDN) cases.

Latitude

Latitude 2020 R1 includes the following new features and permissions.

Permissions

- Added **Allow RDN Case Creation and Updates** permission for specifying whether users can create and update RDN collateral recovery cases on the **RDN Integration** panel.
- Added **Allow Collateral Editing** permission for specifying whether users can modify automotive and non-automotive collateral information on the **Collateral** panel.
- Added **Manual Dial Policy** to **Dialer** permission to allow users to place calls manually through the Genesys Cloud client. (For Genesys Cloud integrations only.)
- Added **Phone Type Mapping** permission for mapping phone types to action codes.
- Added **RDN Service Configuration** permission for specifying the URL and API key for retrieving RDN collateral recovery case updates.

PureCloud integration

Added ability to integrate Latitude with Genesys Cloud™ for Dialer capabilities that allow collectors to process campaign calls based on call lists that your organization creates using List Builder.

Reference panels

Added a **Collateral** panel for maintaining automotive and non-automotive collateral information for an account.

System codes and settings

- Added **Third Party Credentials** to the **User** dialog box to allow Latitude to log on users to a third-party system automatically.
- Added user-defined list codes to the **List Data** panel for the following:
    - Bankruptcy Reaffirm Method
    - Bankruptcy Status
    - Bankruptcy Surrender Method
    - Prefix
    - Suffix

Task panels

Added the **RDN Integration** panel to create and update vehicle recovery cases for the account. This panel integrates with the Recovery Database Network (RDN) system to allow the exchange of recovery data.

Latitude Console

Latitude Console 2020 R1 includes the following new features.

CBR Special Comment tool

Added the CBR Special Comment tool to allow users to update the special comment on specific CBR accounts.

Latitude Installation and Configuration

Latitude Console 2020 R1 includes the following new features:

- Added configuration instructions for using a proxy server for requests going outside the network.
- Added configuration instructions to allow mapping to customer addresses so that you can import them into Latitude for new business only.
- Removed support for the following Client workstation software:
    - Microsoft Internet Explorer 11
    - Microsoft Office to 2007
    - SAP Crystal Reports 8.5

WorkFlow Designer

WorkFlow Designer 2020 R1 includes the following new features.

System events

Added the following system events:

- Collateral Auction Appraisal Added
- Collateral Auction Appraisal Updated
- Collateral Auction Bid Added
- Collateral Auction Bid Updated
- Collateral Auction Repair Bid Added
- Collateral Auction Repair Bid Updated
- Collateral Auction Updated
- Collateral Lease Updated

- Collateral Real Estate Updated
- Collateral Repossession Updated
- Collateral Updated
- RDN Case Added
- RDN Case Closed
- RDN Case Closed And Reassigned
- RDN Case Hold Placed
- RDN Case Hold Released
- RDN Case Status Changed
- RDN Case Update Requested
- RDN Case Updated