Latitude by Genesys Roadmap

Product Management

2023-2024

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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 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 Ebrisjer , 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 2023R1

Features that are already released

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

To be DELIVERED 2023R2

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

Target

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

Features Delivered in 2023 R1

1 GLBA Data safeguards - Purge Process (All supported versions)
- In order to meet GLBA data safeguard rule, added the functionality to purge all account level data. The selection of accounts will be based on user selection using the query tool in a similar manner to account archival.
- Requirements for GLBA also state that all passwords and connection strings be encrypted. A new tool has been created that will encrypt all database connection information in configuration files.

2 Support SAML 2.0 for all aspects of Liquid (Browser and installed apps) LAT components for LIQUID
- Ability to support for SSO authentication via SAML 2.0 for all Latitude applications including both browser-based and installed applications.

3 System Level Queries
- This feature adds the ability in account analysis to create queries managed at the system level that are not owned by a specific user and requires the specific permission "Create System Queries" is enabled for the logged -in user.
- System queries can then be used in all functions that utilizes prebuilt queries and are available for any user. Only users with the "Create System Queries" can modify a saved query.
- Changes to existing functionality require System queries be used to create Custom Panels, prepare merge fields for Script Builder or Communication Templates, create conditional scripts for Script Builder and as data sources for dashboards.

4 Digital Communications Enhancements & Changes
- Existing email functionality is enhanced to allow attachments in outbound emails. A new permission has been created to configure this functionality. The attachments will also be visible in the Communication reference panel after sending an email. Attachments can be documents already attached to the account, a standard letter or an external file. Workflow action to send communication has been updated to include adding attachments when sending email but does not support external files. ⬚
- Also created a new plugin for Genesys Cloud for both outbound and inbound email which will allow users to configure Genesys Cloud as an email gateway.
- Digital Communication templates now use a sub-set of the standard mail merge fields used for letters and support using a prebuilt query to pull any data field to me merged into the message.

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Upcoming Features To Be Delivered in 2023 R2

1 AIM Work Effort Support for Calls / Digital
- Extended AIM functionality related to work effort file to include additional communication channels

2 Vendor Auditing (Letter, PVG, Email, SMS)
- Ability to accurately track our customers usage of pre-built integrations.

3 Digital Communications Enhancements
- Digital Communication Enhancements to support scheduled outbound (Email & SMS) in addition to Real-time.

4 Task Scheduler
- Ability for users to configure tasks related to Email & SMS that can be executed by the scheduled outbound service.
- Ability for users to configure custodian tasks that can be executed by the scheduled outbound service at different times for different client codes.

5 Portal Enhancements
- Ability to obtain e-sign from the debtor
- Ability to add new image upload for page background
- Ability to display updated verbiage for business rule violations when setting up arrangements

6 SMS OPT-IN & OPT-OUT
- Added a new OPT-IN status for phones that indicates whether the phone number is opted in and opted out.

7 Dialer changes to Genesys cloud to add additional features
- To incorporate dialer changes to GC for improved call tracking and compliance requirement not to call the account based upon work activity

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Future
Latitude
Priorities

Latitude 2024 R1 Features

Putting <u>you</u> at the top of our priority

1	Enhancements to support healthcare insurance follow-up and collections
2	Documentation Handling Enhancements inc. AIM
3	License Management changes to include License Key generation and Ingestion for seats and products

Latitude TARGET Features

License Management

Collection Costing

Query Tool Enhancements

AIM Enhancements

Statute of Limitations

User Configurable Account Warnings and Warning acknowledgement

Mobile Payment App

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Thank you