



LATITUDE by GENESYS

Future Roadmap

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6-12 Month Roadmap

◦ V10 Payment Arrangement Enhancements

- Support for multiple arrangements on single or linked accounts
- Ability to add new accounts into an existing arrangement
- Ability to save multiple payment instruments into an electronic wallet

◦ V10 Phone Consent

- Ability to set phone consent (allow / deny) on all phone numbers
- Consent tracking for may call, may call via dialer, may SMS, may Fax

6-12 Month Roadmap

- V10 to V12 Migration

- Ensuring V12 fully supports the core product functionality found in V10 for 3rd Party Collections
- Toolset to automate the migration of V10 database schema to V12 (Liquid)

- Advanced Account Queuing

- Reworking of queue functionality for Collector, Custom and Pool queues for improved performance and flexibility
- Implementation of enforced scheduling of account queuing based upon account attributes

6-12 Month Roadmap

- Contact Compliance Management Tool

- Compliance designer with user configurable decisioning based rules and evaluations
- Complete access to all historical attempt and contact information for all channels
- Enforce contact compliance during campaign build or “just in time” evaluation

- User Configurable Account Warnings

- Addition of user designed warnings based upon query conditions at account pop
- Ability to define the order of warnings displayed

6-12 Month Roadmap

◦ Interactions & Events

- Accessing an account initiates an Interaction within Latitude and all actions and activities that occur within an Interaction are captured as Events
- New reference panels shows all Interactions that took place on the account with the ability to drill down on an individual Interaction to see what Events occurred or an overview of all Events that have occurred
- Interactions and Events will be available within the Account Analysis and query tools

6-12 Month Roadmap

- Liquid Web Client Technology Upgrade

- Web client ultimate transition to Angular 5.0 for
 - Performance
 - Code manageability and supportability
 - Speed to delivery
- Two phased approach to transition existing code to Angular 1.5 then to Angular 5.0
- Allows Web client software to run in a hybrid mode during transition permitting phased transition of client components to newer technology reducing risk and improving time to delivery

Longer Term Roadmap

- Genesys Product Line Integrations

- Integration to PureConnect / PureConnect Cloud including manual dial server for TCPA compliance
- Integration to PureCloud
- Integration to CX Contact

Longer Term Roadmap

- Omnichannel Communications

- Ability to generate outbound SMS/Email in batch or real-time
- Account queuing based upon inbound SMS/Email

- Advanced Workflow Capabilities

- Ability to generate database updates based upon workflow activities
- Ability to use field to field evaluations within workflow

Longer Term Roadmap

◦ Agent Scripting

- Implementation of true agent scripting within individual areas of the application
- Drive scripting based upon real time evaluation of account information
- Support for enforced scripting or informational scripts while working accounts
- Scripting configurable at the user/role/system or customer level

Longer Term Roadmap

- Latitude Management Suite Webification
 - Port remaining Latitude management suite tools from installed application to browser based
- Collection Costing
 - Ability to associate costs to all actions and activities used during collection process
 - Ability to use accumulated costs to drive decisioning and business processes