2020-2021 Roadmap for

Latitude by Genesys™

Ian Winder

Director, Product
Management

Business Owner,
Latitude by Genesys


Nupur Maini

Senior Product
Owner, Latitude by
Genesys

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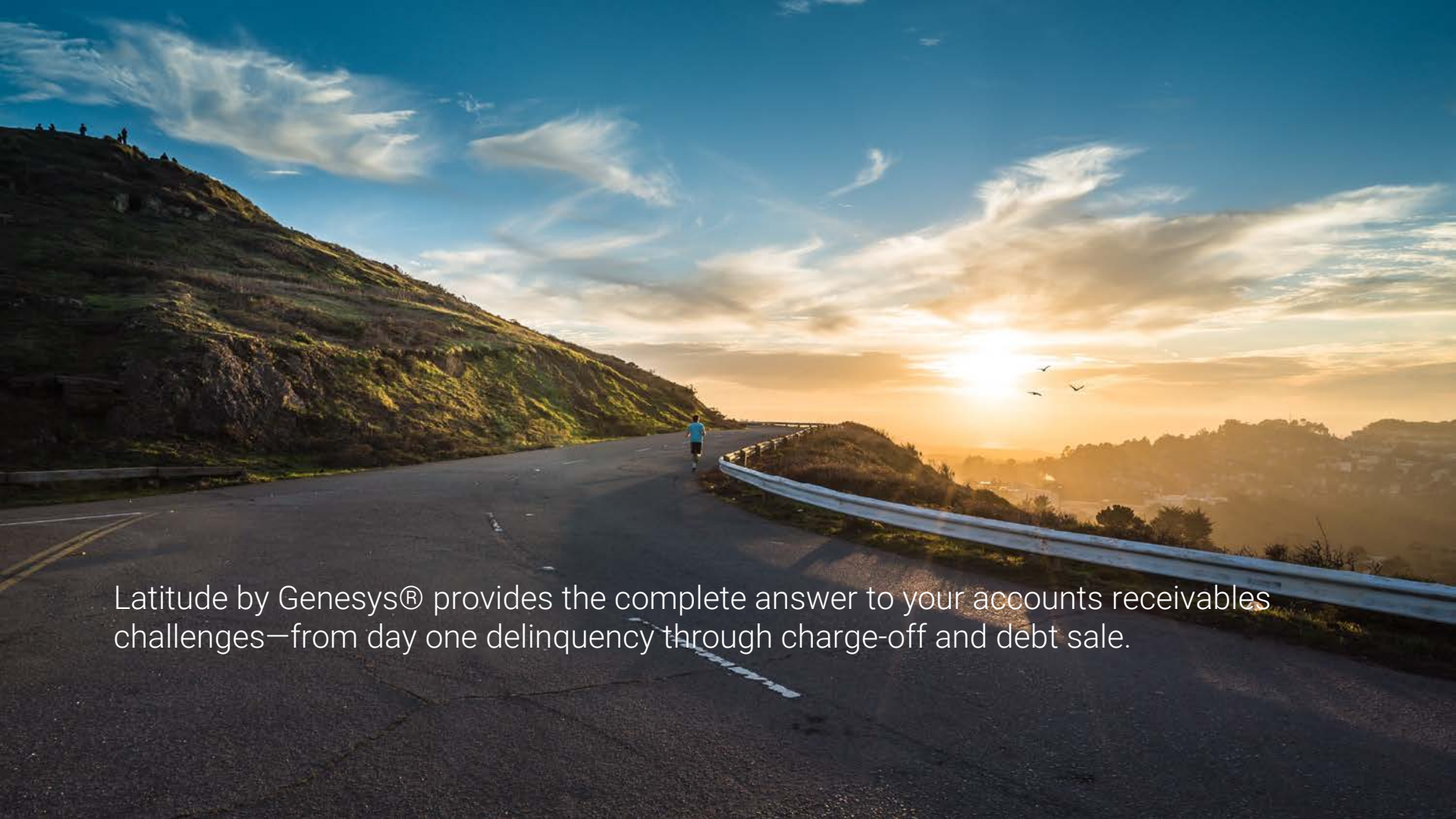
Latitude by Genesys® provides the complete answer to your accounts receivables challenges—from day one delinquency through charge-off and debt sale.

Delivered 2020-R1 LIQUID LATITUDE

Custom Reference panels and Anchor cards

Genesys PureCloud Dialer Integration

Enablement Enhancements

Angular 6.0 Upgrade

CBR Special Comment Tool

RDN Integration

Collateral Panel Enhancement

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LIQUID LATITUDE (WHAT WE ARE DELIVERING IN 2020-R2)

- Public REST API Phase 1
  - Rest API Phase-1 will enable development of Self-Service Portal

- DB Migration
  - Latitude V10 to Liquid Migration Capability

- Functionality Gaps – Phase 1
  - Remediation of high priority functional gaps to enable migration of customers to Liquid Latitude.

- List Builder Enhancements
  - Enhanced ability in ListBuilder for managing contact lists and campaigns for Genesys Cloud integration

- Query Designer in the web
 - Creation of web version of Account Analysis tool

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Public REST API Phase 1

- To enable development of Self-Service Portal

- Ability to authenticate as an external customer/debtor portal

- Ability to get and update Debtor/Customer demographics, phones and personal information

- Ability to get Account related information based on Pre-Charge Off or Post-Charge Off account type

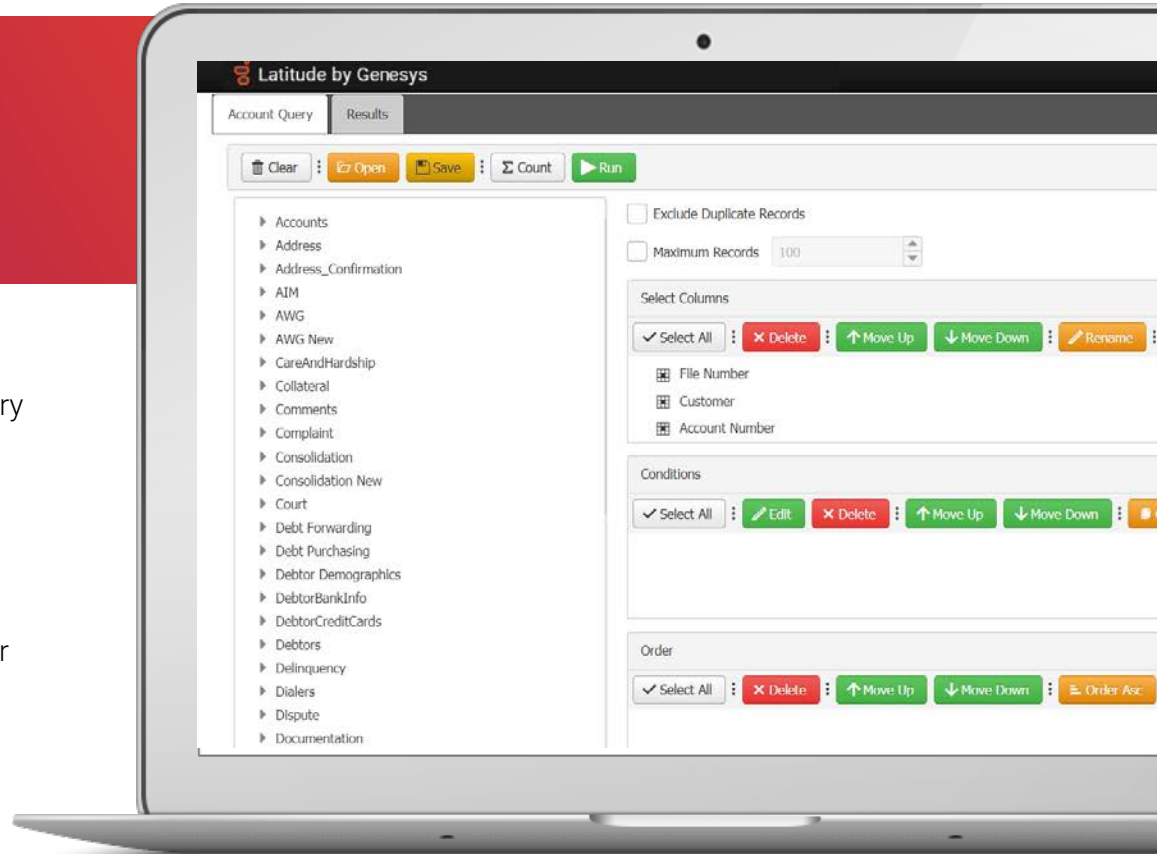- Ability to get stored payment instruments from wallet and to process a payment

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Latitude Developer

Search

Account

Debtor

Payment

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API Resources

These are the Latitude APIs.

- Account API
- Debtor API
- Payment API
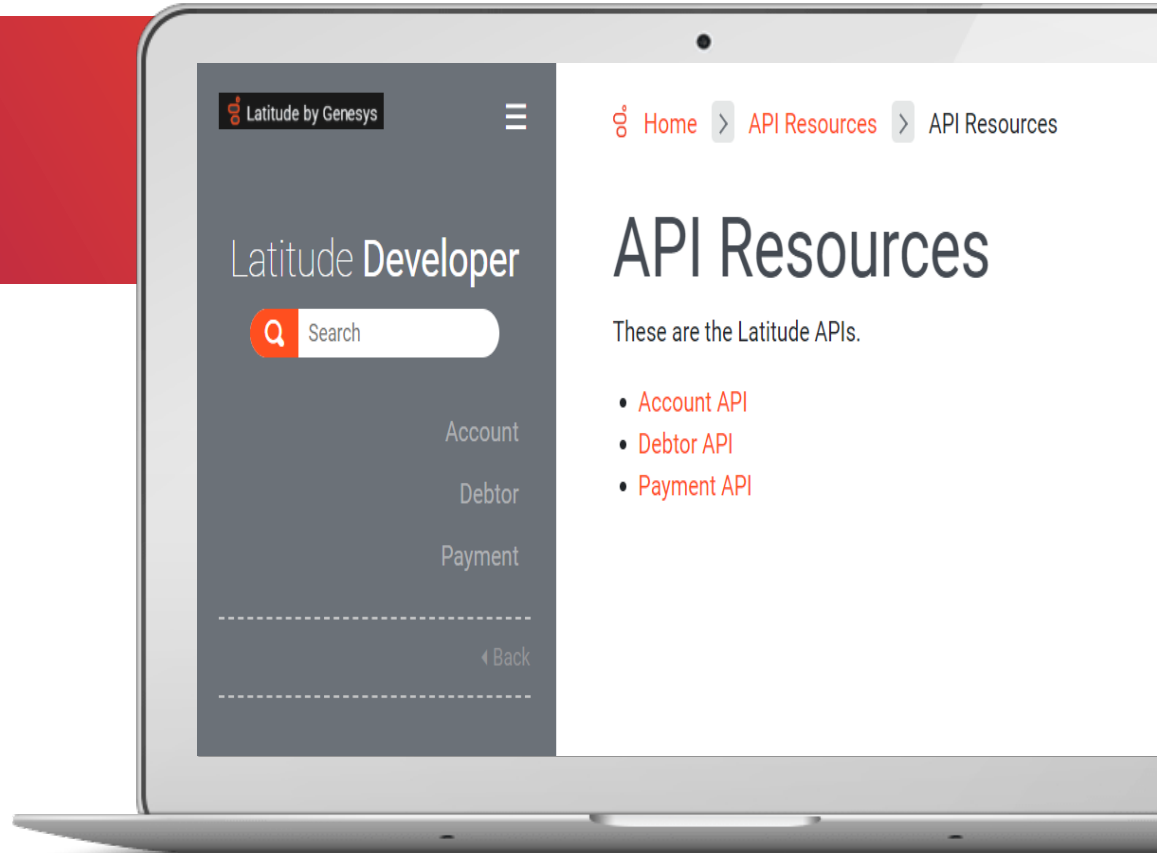
Functionality Gaps– Phase 1

- Ability to set debtor restrictions in Customer Task

- Ability to reassign an account to my own desk by clicking on the My Desk button on account toolbar

- Ability to print and email a letter directly from the "Letters" task

- Ability to reinstate and unreturn an account on account toolbar

- Ability to add the overall list of reminders that are being scheduled by adding a grid for a particular desk.
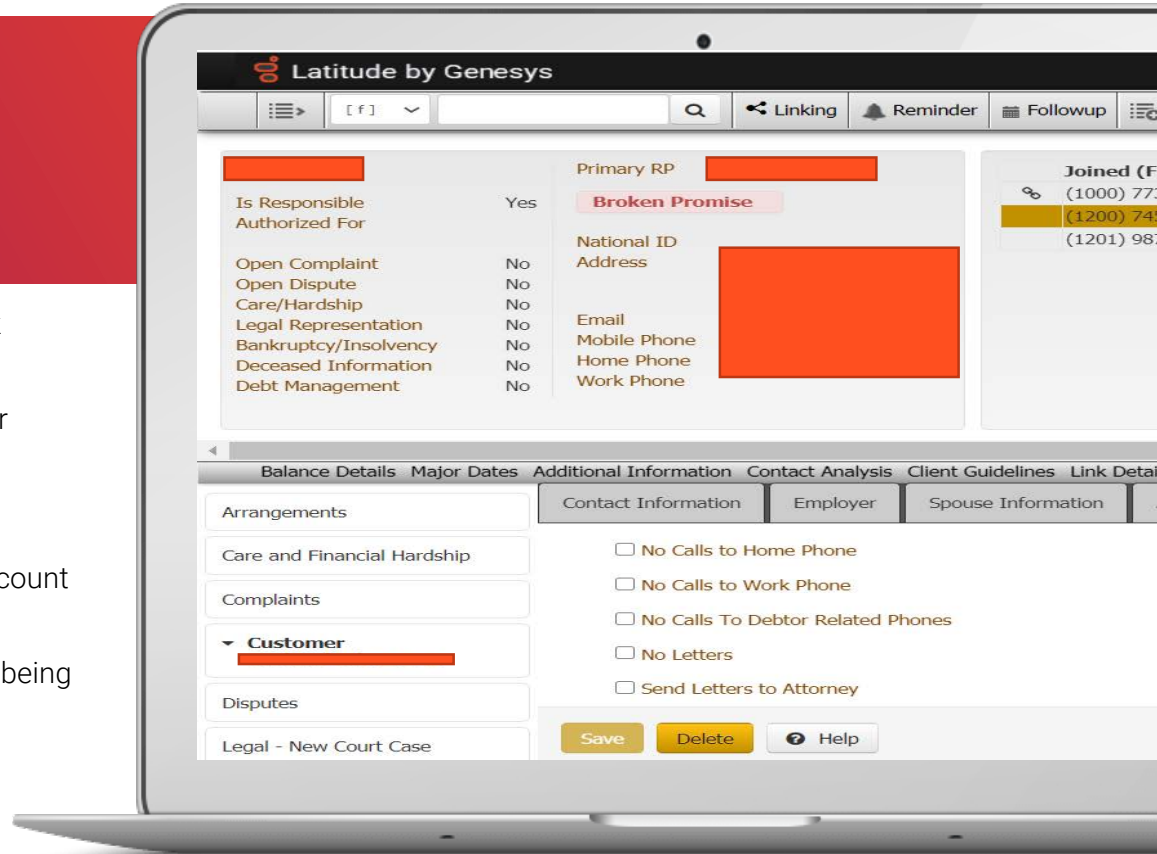
Query Designer in the web

- Built **Account Analysis in browser**

- Ability to create/modify/run the account analysis query

- Ability to create/modify/copy/group/delete the query condition

- Ability to sort/summarize/group/filter query results

- Ability to create queries to be used for custom Anchor cards and reference panels

High Level Roadmap

	DEVELOPING FOR 2021 R1	UP NEXT
Resiliency	• Product Gap Remediation Phase 2 (LAT->LIQ)	
Webification	• Listbuilder in the web	
Differentiation and Market Position	• Agent Scripting Phase 1	• Collection Costing
Multichannel, Self Service and AI	• Multichannel(Digital) Framework Phase 1	• Self Service Portal Phase 1
Platform Integrations		• PureEngage (CX Contact) Integration

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LATITUDE TARGET FEATURES

- Genesys PureEngage (CX Contact) Integration
  - Tightly coupled integration to PureEngage dialer functionality

- 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

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

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LATITUDE TARGET FEATURES

- 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

- 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

- Advanced Query / Workflow Capabilities
  - Ability to generate database updates based upon workflow activities
  - Ability to use field to field evaluations within Account Analysis and Workflow

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LATITUDE TARGET FEATURES

- Statute of Limitations
  - Configuration of Statute dates by contract type / location
  - Account evaluation for Statute of Limitations
  - Account Analysis condition for Statute expired

- State License Management
  - Tracking license requirements by State
  - Enforcement of licensing during desk distributions

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

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

Thanks

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