

2020-2021 Roadmap for

# Latitude by Genesys™





**Ian Winder**

Director, Product  
Management

Business Owner,  
Latitude by Genesys

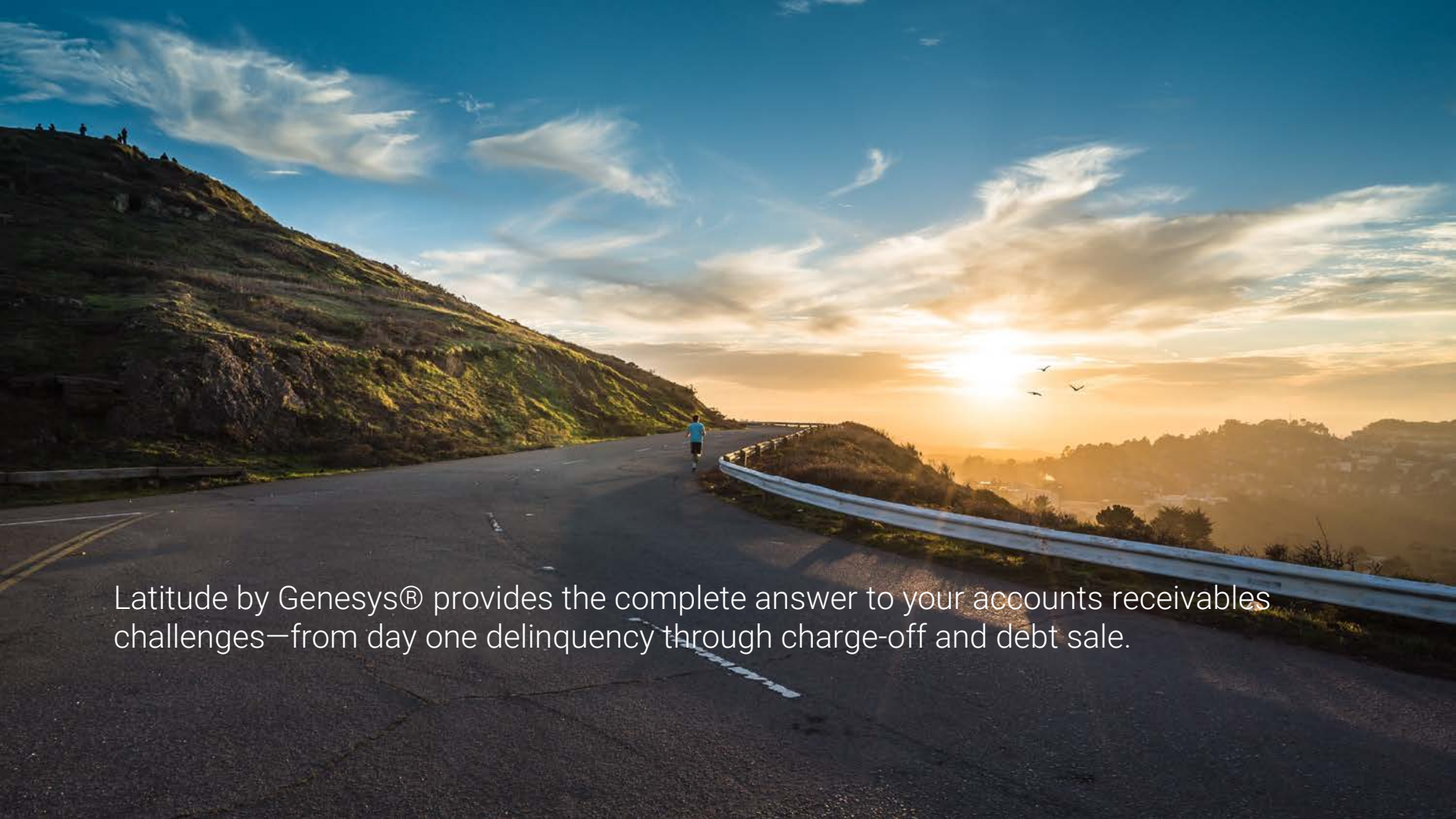


**Nupur Maini**

Senior Product  
Owner, Latitude by  
Genesys

# Terms & Conditions for Roadmap

- 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.
- Dates in the product plans are only indicative of Genesys' current assessment and are subject to change. Genesys does not commit that any specific features or functionality will ultimately be released, made generally available, or provided.
- The terms and conditions, including pricing, of any features or functionalities that may be described in the product plan that are ultimately released, made generally available, or provided under an agreement are subject to future negotiations and future agreement on the terms and conditions which would govern any sale.
- 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.



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

 GENESYS™

Genesys confidential and proprietary information. Unauthorized disclosure is prohibited.

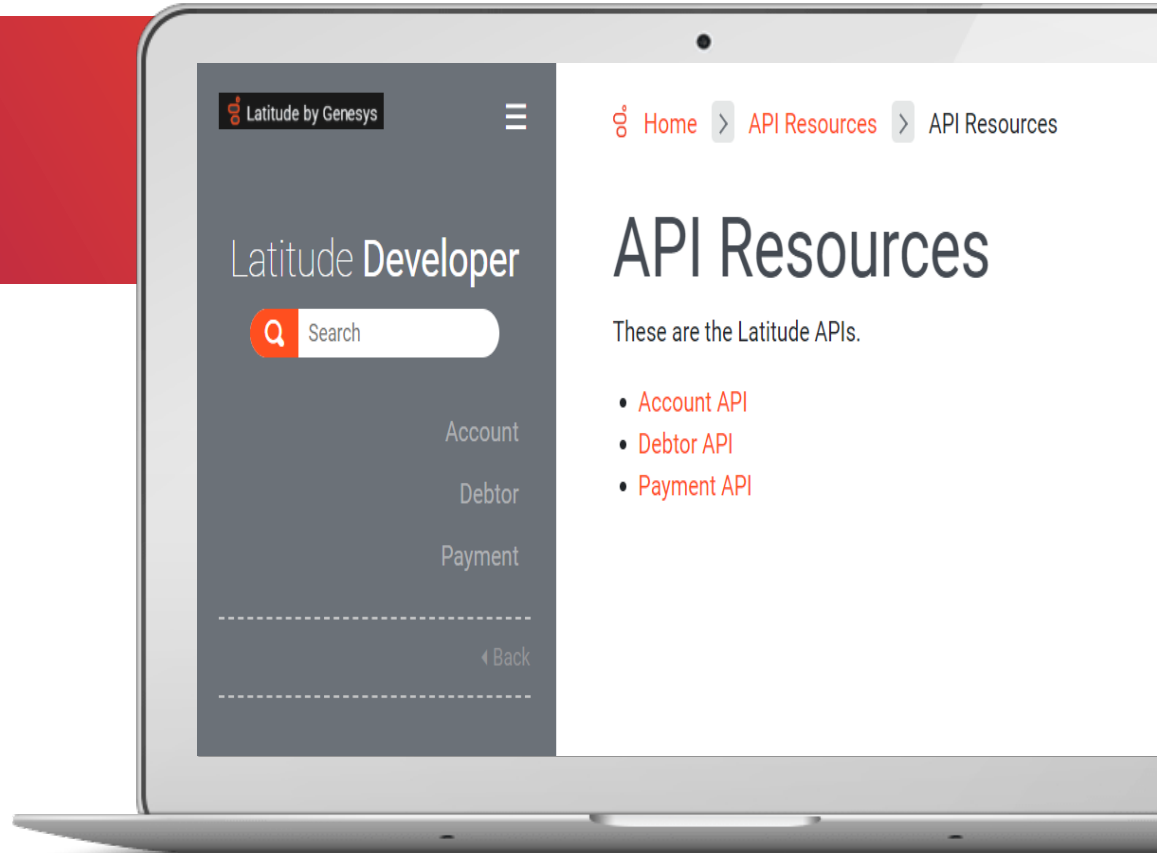


# LIQUID LATITUDE (WHAT WE ARE DELIVERING IN 2020-R2)

- 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

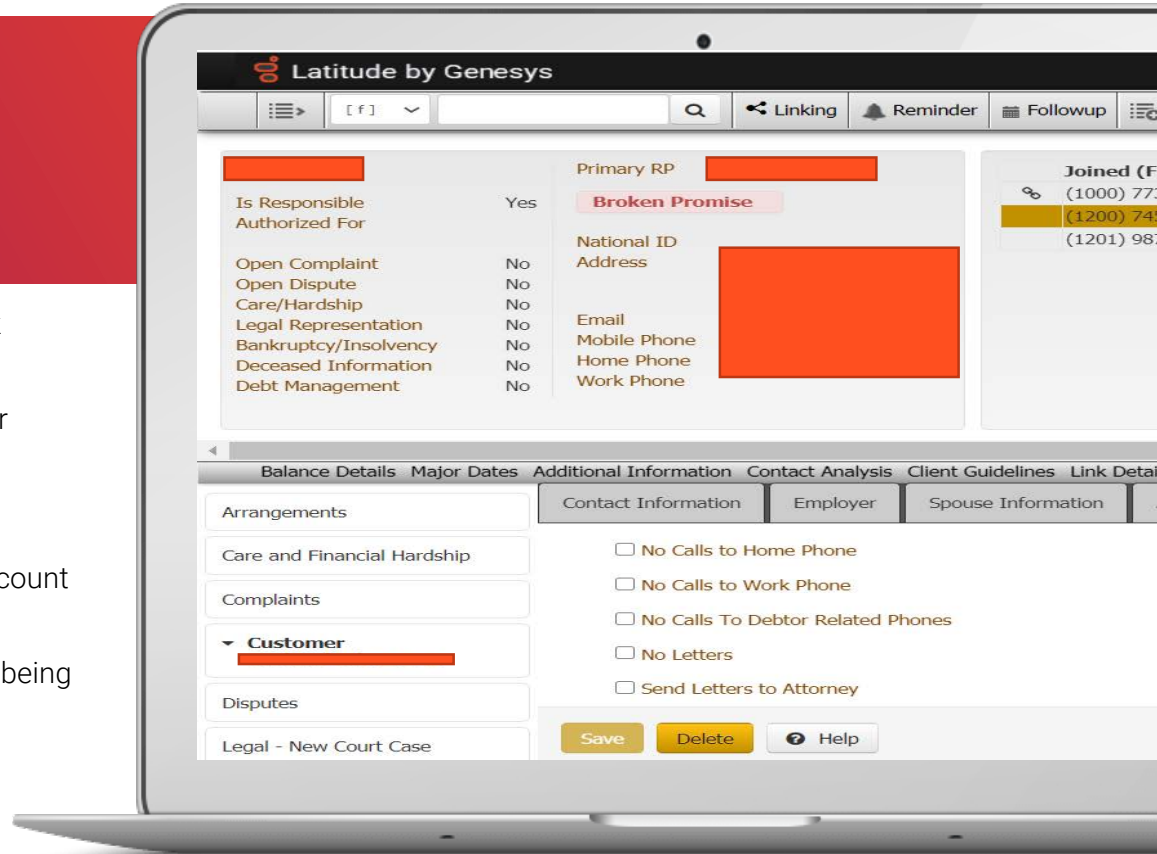
# Public REST API Phase 1

- 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



# Functionality Gaps – Phase 1

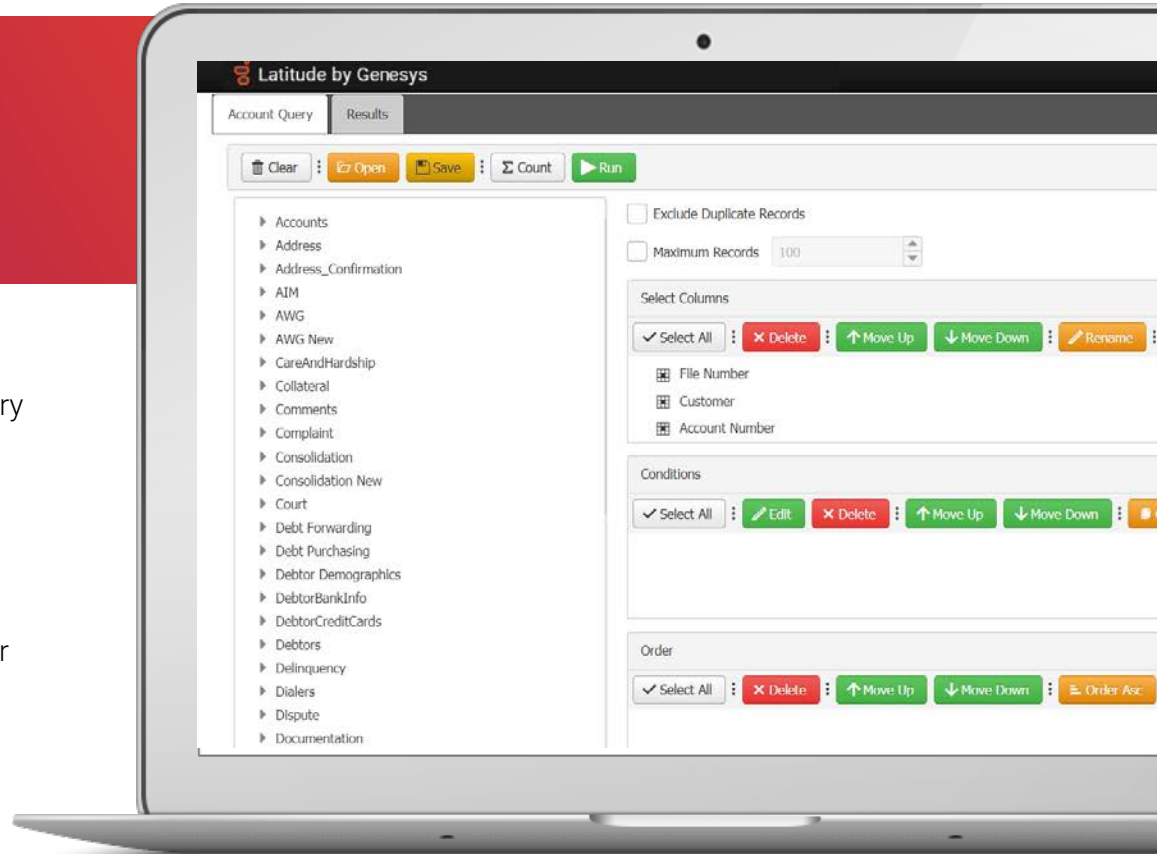
- Ability to set debtor restrictions in Customer Task
- Ability to reassign an account to my own desk by clicking on the My Desk button on account toolbar
- Ability to print and email a letter directly from the “Letters” task
- Ability to reinstate and unreturn an account on account toolbar
- Ability 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	<ul style="list-style-type: none"><li>Product Gap Remediation Phase 2 (LAT-&gt;LIQ)</li></ul>	
Webification	<ul style="list-style-type: none"><li>Listbuilder in the web</li></ul>	
Differentiation and Market Position	<ul style="list-style-type: none"><li>Agent Scripting Phase 1</li></ul>	<ul style="list-style-type: none"><li>Collection Costing</li></ul>
Multichannel, Self Service and AI	<ul style="list-style-type: none"><li>Multichannel(Digital) Framework Phase 1</li></ul>	<ul style="list-style-type: none"><li>Self Service Portal Phase 1</li></ul>
Platform Integrations		<ul style="list-style-type: none"><li>PureEngage (CX Contact) Integration</li></ul>

# 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

# 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

# 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>

Genesys confidential and proprietary information. Unauthorized disclosure is prohibited.

## 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: [waldron@rsicollects.com](mailto:waldron@rsicollects.com) 800 Dutch Square Boulevard, Suite 100 | Columbia, SC 29210 ...



### RE: A Special Thank You Gift

By Chris Spelman · 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: [waldron@rsicollects.com](mailto:waldron@rsicollects.com) 800 Dutch Square Boulevard, ...



### RE: Searching Workflow Designer

By Jeff Hubbel · 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 Jeff Loveman · 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 · 0 days ago

This video provides an overview of the Latitude by Genesys agent desktop, #LiquidDesktopV12



### Job Manager Overview (video)

By Barbara Martin · 0 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 · 0 days ago

This video provides an overview of Latitude Workflow for implementing business process automation within ...

More

Welcome to the Latitude User Group



Click Here to Learn More  
The Latitude User Community:  
By Users

Cole's First Live Stream



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

Latitude ACA 2019



Visit us at ACA Annual Convention  
San Diego | July 14-16, 2019

[ACA Registration Site](#)

Come see Latitude by Genesys at  
San Diego

Helpful Links

Communities

Ideas Labs



# Thanks

