

2021-2022 Roadmap for

Latitude by Genesys™





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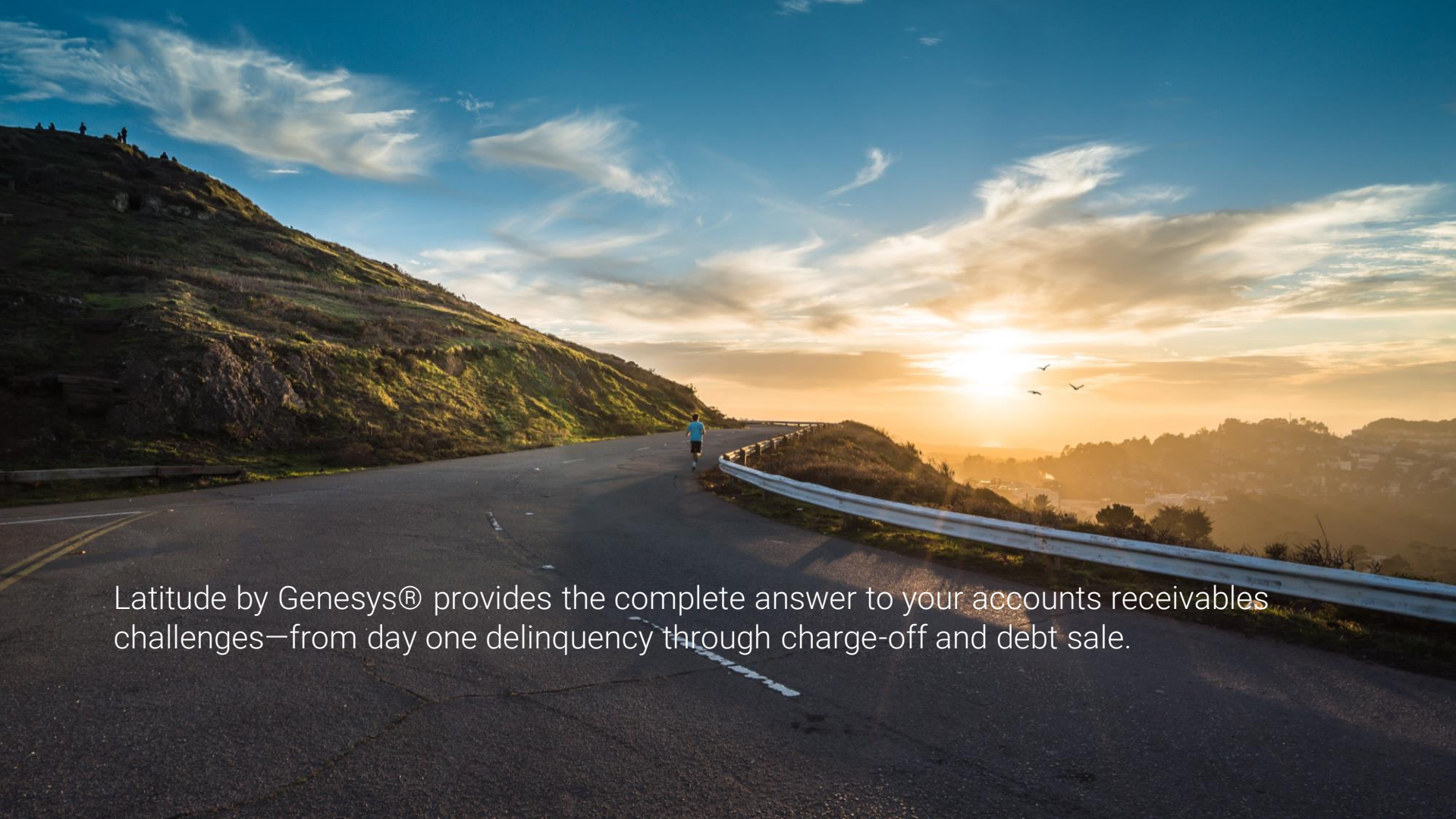


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Latitude by Genesys® provides the complete answer to your accounts receivables challenges—from day one delinquency through charge-off and debt sale.

Delivered 2020 R2

LIQUID LATITUDE

- **Database migration capability from Version 10 SU09 to Liquid Latitude**
 - dbUpdate has been updated to be able to migrate an existing Version 10 SU09 database to the Liquid Latitude schema
- **Genesys Cloud Dialer Integration – List Builder Enhancements**
 - The Latitude List Builder application has been enhanced to support additional functionality when generating campaigns for the Genesys Cloud dialer, specifically;
 - Ability to associate a call list to an existing campaign or to create a new campaign
 - Ability to merge records into an existing call list with options to replace existing list, merge and exclude duplicate records or merge and overwrite duplicate records
- **Account Analysis in the Web**
 - Account Analysis has been ported to the web and is now accessible via the Liquid landing page
- **Local Print or Email of Letters**
 - New options exist in the Letters task to enable either printing or emailing an individual letter on demand. To utilize the email capability an appropriate SMTP server must be configured under Administration

Delivered 2020 R2

LIQUID LATITUDE

- **Account Restrictions**

- A new alert displays on the party navigator anchor card if any restrictions have been placed on the account
- A new tab has been added to the Customer task for managing restrictions
- When indicating no calls to party home / work / any phone number, Liquid placed these phone numbers “on hold” indefinitely, the only way to take the relevant phone number(s) off hold is to remove the restriction.
- Indicating letters must go to the customer’s attorney requires an attorney be defined on the Customer task
- Selecting the “No Letters” restriction will disable the Request Letter capability of the Letters task and Letter Console will not generate previously requested letters

- **Various action and functionality changes**

- “My Desk” account action button has been added to the account toolbar to allow, based upon permission, the user to move the current account from an inventory desk to their own personal desk.
- All editable date fields now support removal of an existing date.
- Bankruptcy and Deceased tabs on the Customer task now have an option to delete the corresponding data associated with the Bankruptcy or Deceased records in total

LIQUID LATITUDE

(WHAT WE ARE DELIVERING IN 2021-R1)

Genesys Cloud Integration for Version 10

Enhancements to the Event Panel for improved usability

Digital Communications – Email

Agent Scripting

Self Service Portal

Genesys Cloud Integration Phase 3



LIQUID LATITUDE

(WHAT WE ARE DELIVERING IN 2021-R1)

Digital Communications – SMS

Automation Enhancements

Multiple Payment Vendor Support

Elimination of Functionality Gaps between Version 10 and Liquid



LIQUID LATITUDE (Roadmap Description)

- Genesys Cloud Integration Version 10
 - Integration from Version 10 to Genesys Cloud providing campaign and call list management, account pop, click to dial and single call disposition
- Event Panel Enhancements
 - Provides a complete history of all actions and activities that have occurred on an account and is critical for the agent to fully understand historical information. Float Event Panel, Scrolling vs Pagination, Additional filtering, Add Note functionality
- Digital Communications – email
 - Ability to leverage email digital communication channel within Latitude in either an on-demand or bulk
- Agent Scripting
 - User definable agent scripting for compliance, business process and client work standard conformance

LIQUID LATITUDE (Roadmap Description)

- Self Service Portal
 - Ability for a customer to configure a debtor self-service portal to view account details/history, view/update personal/demographic data and make a payment
- Genesys Cloud Integration Phase 3
 - Support non-agent handled call results and real-time removals from call lists
- Digital Communications – SMS
 - Ability to leverage SMS digital communication channel within Latitude in either an on-demand or bulk
- Automation Enhancements
 - Ability to auto-schedule campaign/call list generation & Account Analysis w/file or email delivery

LIQUID LATITUDE (Roadmap Description)

- Payment Vendors
 - Establish different payment vendors to be used at Client scope
- Functional Gaps – Reference Panels
 - Remediation of high priority functional gaps to enable migration of customers to Liquid Latitude.

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.

Latitude by Genesys - User Group Settings

Home / Communities / Latitude

Community Navigator

Community Home Discussion 117 Library 6 Events 1 Members 26

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 800 Dutch Square Boulevard, Suite 100 | Columbia, SC 29210 ...

RE: A Special Thank You Gift
By: Cole Carlson · 15 hours ago
Hi Cole, I get 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 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: Jufel Eveman · 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.

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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 ...
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Cole's First Live Stream

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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
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Come see Latitude by Genesys at ACA in San Diego

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Communities

Ideas Labs

Thanks

