HOTCALLS

Hot calls are user scheduled debts which the collector wants to be reminded off at a specified time. You enter a date and time the same way you would for scheduling debts but indicate that this is a hot call debt.   When the time arrives for these debts to be worked a small box appears on the screen indicating the debt that needs to be called.

Hot Call debts override system schedule dates in a reminder form and give you the option of working the debt immediately or deferring to a later time.

A hot call reminder is matched to the user logged into the system so it doesn't matter which bucket is being worked the reminder will show regardless as long as the user is working debts through the autopilot of the Collectors Menu.

If you wish the hot call function to be activated you must indicate this as one of the Branch settings.

> Choose 01 for Management Menu
> Choose 02 for Branch Management Menu
> Choose 01 for Branch Master
> Choose I for Initial Setup
> Choose D for Defaults
> Enter a Y to Activate the Hot Call Scheduling Process

Entering a Hot Call date and time is located as part of the Scheduling routine (option # 1) in the debt's action screen.

Hot call dates automatically default to today's date instead of a blank date like scheduling does.

Unlike scheduling which is unrestricted hot calls will only allow one entry for any given date and time.

Like Scheduling, entering a hot call date is considered working the debt.

Hot calls must have a time entered.

Hot calls will only work today's calls.   If a debt's hot call is missed it will be purged by the midnight run. That doesn't mean the debt is lost, it means the opportunity for a hot call was missed so it simply reverts to being a normally scheduled debt.

Hot Call notification will only occur when accessing debts through the Collector's Menu.

Hot Calls are attached to the Collector's user login code not their autopilot code. The benefit is that Hot Calls will follow the Collector regardless of which autopilot bucket they happen to be working.

When a hot call debt has reached it's time, a window similar to this will appear on the screen when any key is hit from the prompt line of the debt's main screen.

```
┌─────────────────────────────┐
│  HOTCALL  ALERT  DB000000   │
├─────────────────────────────┤
│                             │
│  1-Work Now                 │
│  2-Work In 10 minutes       │
│  3-Work in 30 minutes       │
│  4-Work in 1 hour           │
│  5-Remove from Hotcall      │
│      Enter Choice:0         │
│                             │
│                             │
└─────────────────────────────┘
```

If you choose to option 1, then the indicated debt with the Hot Call date and time will be immediately displayed to be worked. Options 2 – 4 will allow you to delay working the debt immediately, deferring it to a later time. As well as rescheduling for a future time a comment will be written indicating that you deferred working the account. Option 5 simply removes the debt from being a Hot Call account. A comment is written indicating that the debt was removed from Hot Call status.

You are not forced to 'Work' a hot call once you access it. The hot call process is simply a reminder system. If you choose to leave the debt after you have accessed it, without working it, that is your choice.

You will not be notified of a hot call while you are working a hot call debt through the hot call screen. However, if you happen to have a debt on screen that happens to be flagged as a hot call debt then the reminder will still be given. If you choose to Work the hot call immediately, you will returned to the next debt in your autopilot queue.