

What is Considered Working the Debt

As Collectors go through the debts in their autopilot, they are only able to continue to the next debt if they *Work* the debt they're on. The following is a list of which actions are considered *working* the debt and which are not. This work condition also applies to how the Collector Activity Report records the status.

- 1.) Writing a comment considered worked (only while in autopilot).
- 2.) Scheduling will always affect work date.
- 3.) Descheduling will always affect work date.
- 4.) Changing Cycle is not considered worked.
- 5.) Forwarding Debt is considered worked (currently not testing for autopilot)
- 6.) Asking for a Progress Report is worked (currently not testing for autopilot)
- 7.) Unforwarding not considered worked.
- 8.) Sending Forwarding Memo considered worked (currently not testing for autopilot)
- 9.) Reccommend for Closure considered worked (always)
- 10.) Dereccommend for closure not considered worked (will force date+ 1 day to Schedule date)
- 11.) Tracing considered worked (currently not testing for autopilot)
- 12.) End trace is not considered worked (will force in date + 1 day to Schedule date)
- 13.) Closures considered worked (does not test for autopilot)
- 14.) Reactivation not considered worked
- 15.) All phone actions considered worked (does not test for autopilot)
- 16.) Adding a promise considered worked (does not test for autopilot)
- 17.) Removing a promise not considered worked

18.) Entering post dates considered worked (currently not testing for autopilot)

19.) Sending notice considered worked (currently not testing for autopilot)

20.) Progress Reports considered worked (currently not testing for autopilot)

21.) Legal not considered worked.

22.) Mail returned not considered worked.

23.) Debt Edit not considered worked.

24.) Changing Collector not considered worked.

25.) Changing Autouser considered worked (only while in autopilot).

26.) Changing Both Collector & Autouser considered worked (only while in autopilot).