CollectionCRM Admin Guide

For Supervisors and Administrators

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1. Administrative Overview

The CollectionCRM administrative interface provides comprehensive tools for managing users, configuring workflows, and optimizing collection operations. Access to these features is controlled through a granular permission system.

1.1 Permission System

CollectionCRM uses a role-based access control (RBAC) system with permissions following the format: `resource:action`

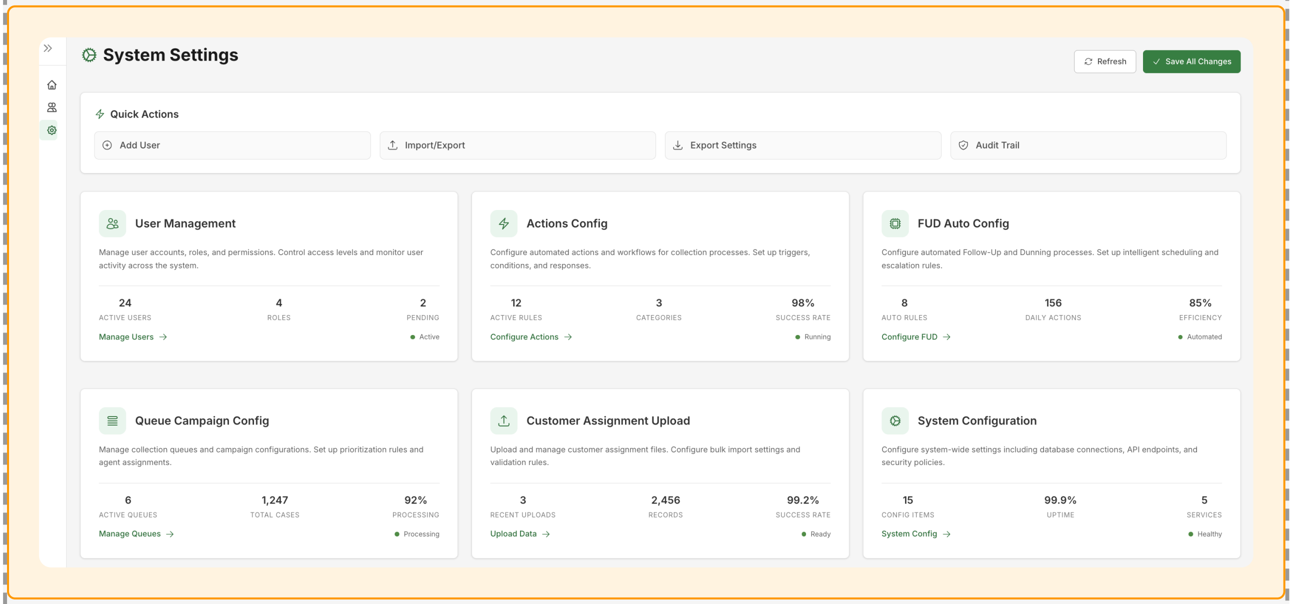
Key Administrative Permissions

Permission	Description	Typical Role
`user_management`	Create, edit, delete users and manage roles	Admin, HR Manager
`action_config`	Configure action types, subtypes, and results	Operations Manager
`FUD_config:edit`	Manage Follow-Up Date automation rules	Supervisor, Manager
`campaign_management`	Create and manage collection campaigns	Campaign Manager
`customer_assignment`	Upload bulk customer assignments	Team Lead, Supervisor
`audit_view`	View system audit logs for security and compliance	Auditor, Compliance Officer
`customer_info:*`	Manage customer information (add, update, delete)	Agent, Team Lead
`customer_doc:*`	Manage customer documents (upload, download, delete)	Agent, Team Lead

1.2 Accessing Settings

Step 1: Click "Settings" in the sidebar navigation

Settings Dashboard Screenshot



Step 2: You'll see configuration cards for features you have permission to access

Step 3: Click on any card to access that configuration area

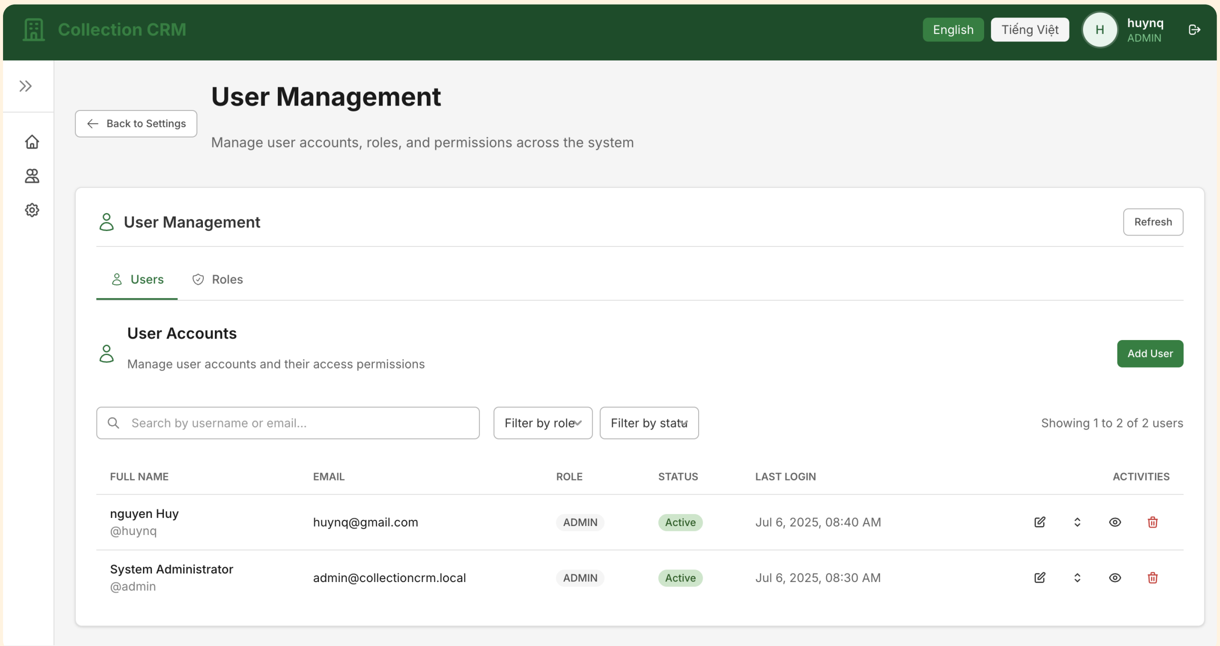
> **Note:** If a settings area is not visible, you don't have the required permission. Contact your system administrator if you need access.

2. User Management

Required Permission: `user_management`

The User Management module allows you to manage system users, roles, and permissions.

User Management Main Screen



2.1 Managing Users

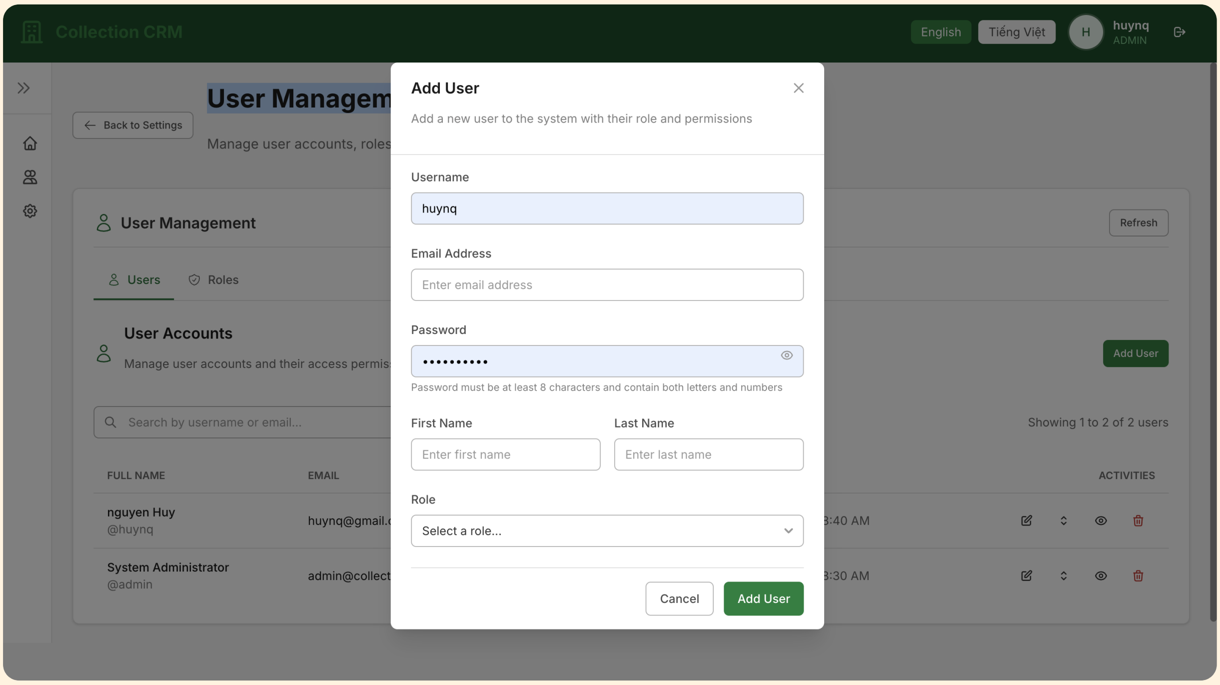
Creating a New User

Step 1: Click the "Add User" button

Step 2: Fill in the user details:

- **Username:** Unique login identifier
- **Email:** User's email address
- **Full Name:** Display name
- **Password:** Initial password (user should change on first login)
- **Role:** Select user role (single role per user)
- **Active:** Toggle to enable/disable account

Create User Modal



Step 3: Click "Add User" to save the new user

Editing Users

- Click the edit icon next to any user
- Update user information as needed
- Note: Username cannot be changed after creation
- Leave password field blank to keep existing password

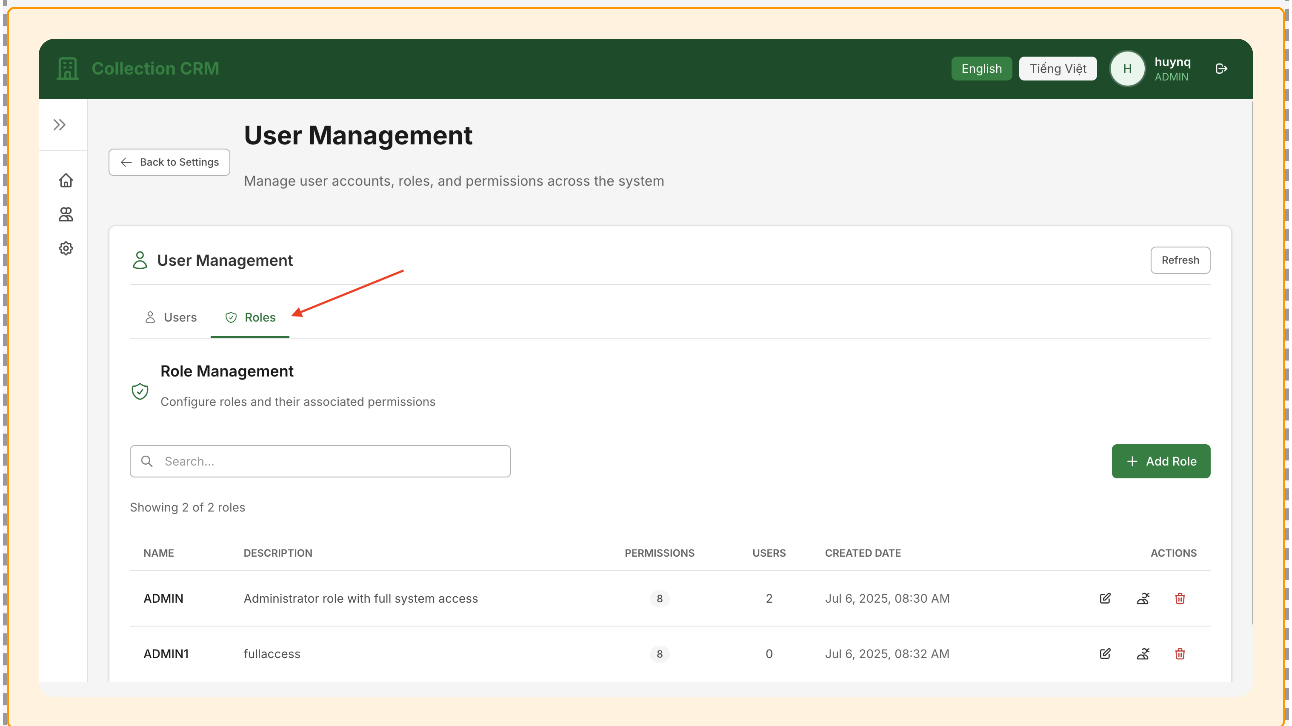
User Actions

Action	Description	Notes
Activate/Deactivate	Enable or disable user access	Deactivated users cannot log in
View Sessions	See user's active sessions	Can terminate sessions if needed
Delete User	Permanently remove user	Requires confirmation; cannot be undone
Reset Password	Set new password for user	User should change on next login

2.2 Managing Roles

Roles group permissions together for easier user management.

Roles Tab



Creating a New Role

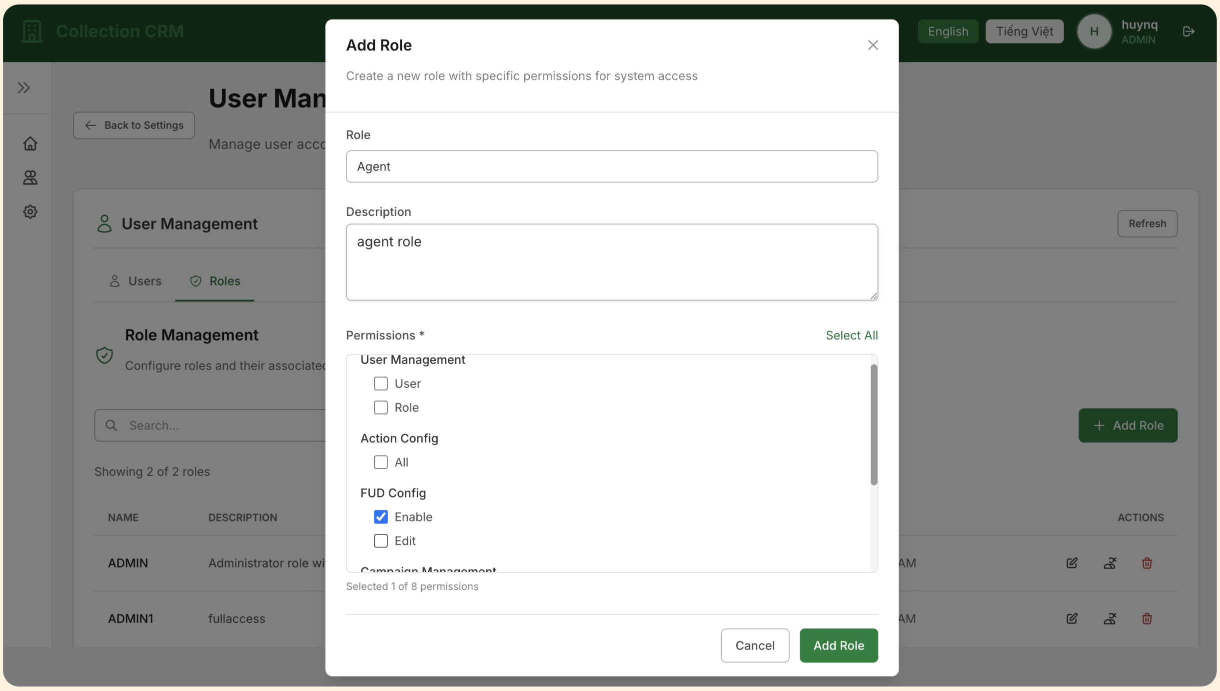
Step 1: Navigate to the Roles tab

Step 2: Click "Add Role"

Step 3: Enter role details:

- **Role Name:** Unique identifier (e.g., "supervisor", "team_lead")
- **Description:** Clear description of role purpose
- **Permissions:** Select all required permissions

Create Role Modal with Permissions



Managing Role Permissions

- Permissions follow `resource:action` format
- Can assign multiple permissions to a role
- Changes to role permissions affect all users with that role
- System tracks which users have each role

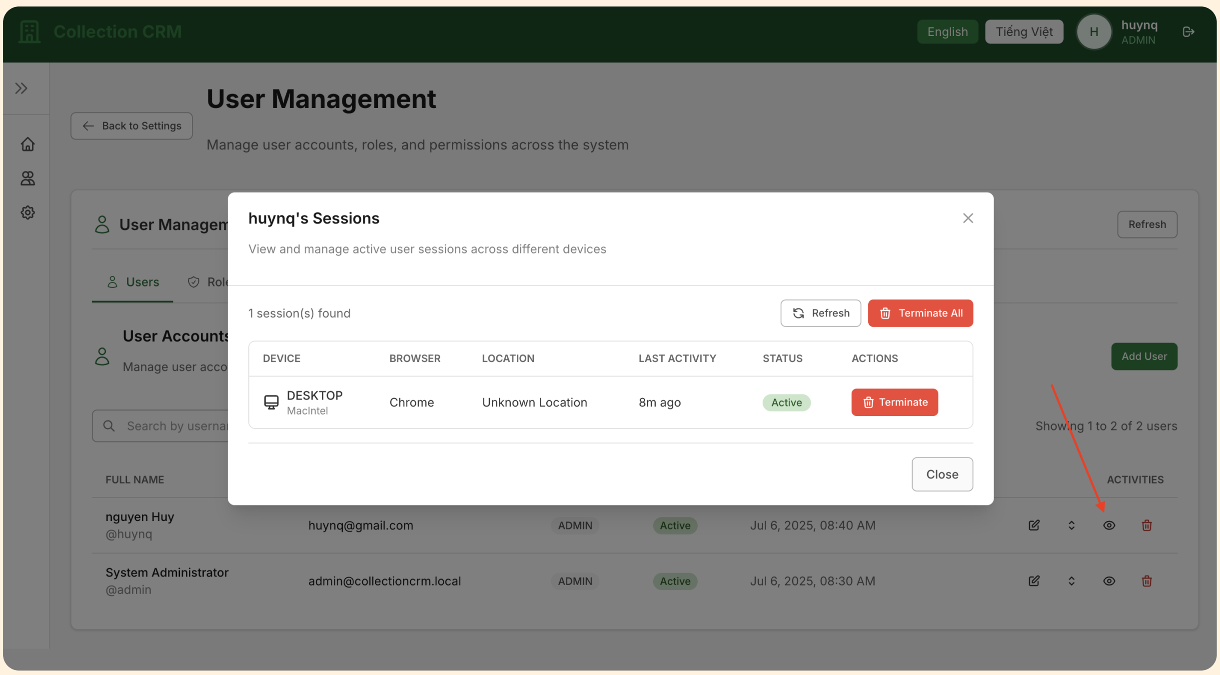
> **Permission Actions:**
> - **customer_info:** add, update, delete - for managing customer information
> - **customer_doc:** upload, download, delete - for managing customer documents
> - **Other resources:** view, edit, create, delete - standard CRUD operations

> **Best Practice:** Create roles that match your organizational structure (e.g., agent, team_lead, supervisor, manager, admin) rather than creating custom roles for individual users. Note that each user can only have one role assigned.

2.3 User Sessions

Monitor and manage active user sessions for security and troubleshooting.

User Sessions Modal



Session Information Displayed

- **Device Type:** Browser and operating system
- **IP Address:** Connection origin
- **Login Time:** When session started

- **Last Activity:** Most recent action
- **Status:** Active or expired

Session Management Actions

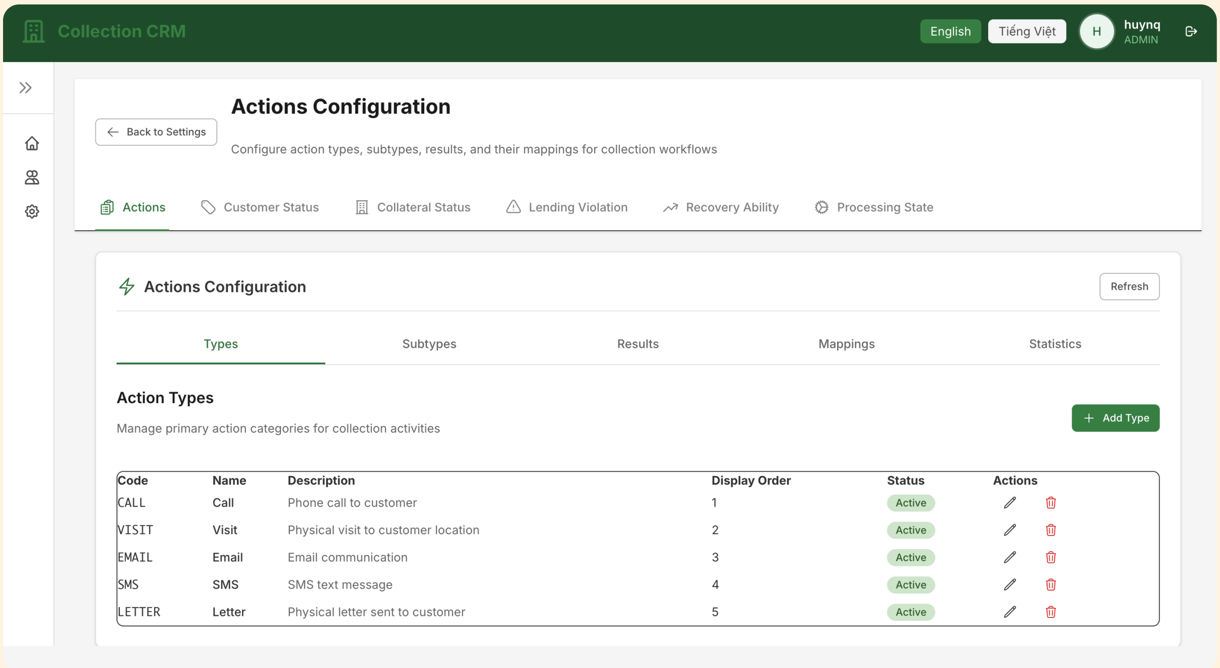
- **Terminate Session:** Force logout of specific session
- **Terminate All Sessions:** Force logout from all devices
- Use for security incidents or troubleshooting access issues

3. Actions Configuration

Required Permission: `action_config`

Configure the action types, subtypes, and results that agents use when recording customer interactions.

Actions Configuration Main Screen



3.1 Action Types

Define the primary categories of collection actions.

Standard Action Types

Action Type	Code	Typical Use
Phone Call	CALL	Outbound and inbound calls
SMS Message	SMS	Text message communications
Email	EMAIL	Email correspondence
Field Visit	VISIT	In-person customer visits
Payment	PAYMENT	Payment-related actions
Note	NOTE	General documentation

Creating Action Types

Step 1: Click "Add Action Type"

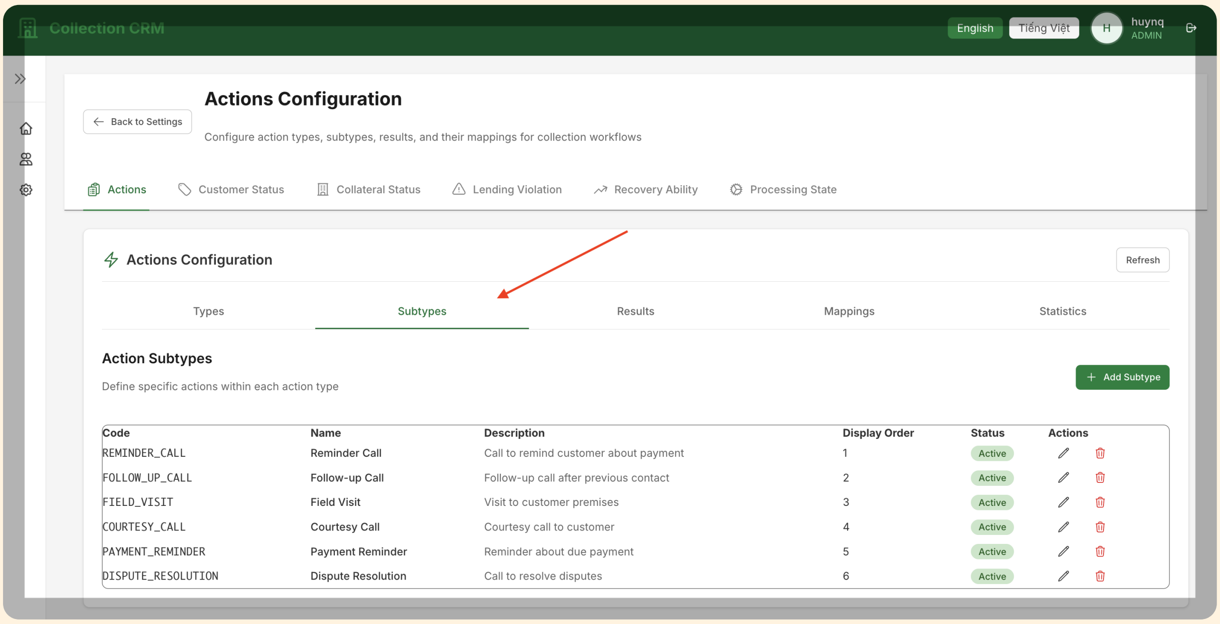
Step 2: Enter:

- **Type Code:** Short uppercase code (e.g., "LETTER")
- **Type Name:** Display name (e.g., "Letter Sent")
- **Description:** When to use this action type
- **Active:** Enable/disable the type

3.2 Action Subtypes

Create specific categories within each action type.

Action Subtypes Tab



Example Subtypes

- **For CALL:**
  - First Call
  - Follow-up Call
  - Final Notice Call
  - Courtesy Call
- **For VISIT:**
  - Home Visit
  - Office Visit
  - Business Location Visit

3.3 Action Results

Define possible outcomes for each action.

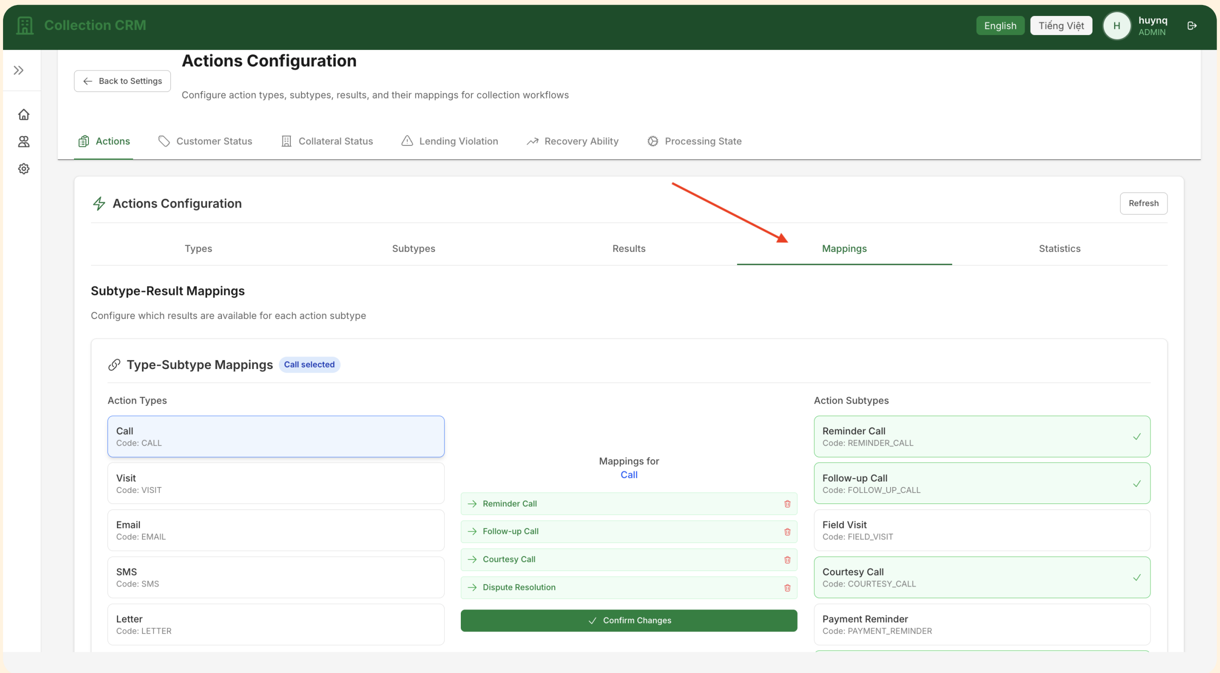
Common Action Results

Result	Description	Typical Follow-up
Contact Successful	Reached and spoke with customer	Based on conversation outcome
No Answer	No response to contact attempt	Retry in 1-2 days
Promise to Pay	Customer committed to payment	Follow up on promise date
Wrong Number	Contact information incorrect	Update contact info
Refused to Pay	Customer unwilling to pay	Escalate to supervisor

3.4 Mappings

Define which subtypes and results are available for each action type.

Mappings Configuration



Mapping Benefits

- Ensures agents only see relevant options
- Improves data quality and consistency
- Simplifies the action recording process
- Enables better reporting and analytics

3.5 Processing States

Configure customer status and processing states used throughout the system.

State Categories

Processing States

- New Assignment
- In Progress
- Promise Made
- Escalated
- Closed

Customer Status

- Active
- Pending
- Collection
- Legal
- Closed

Recovery Status

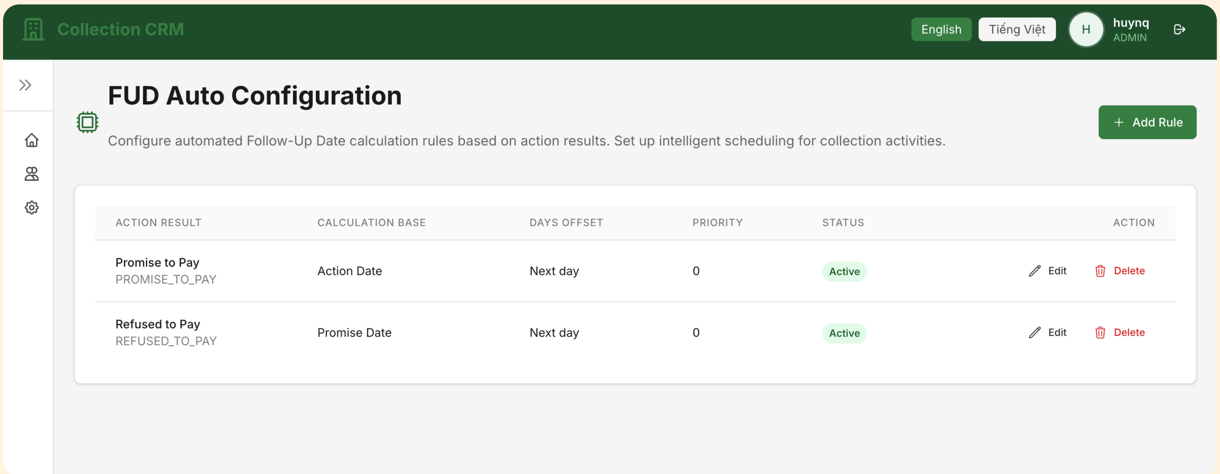
- High Recovery Potential
- Medium Recovery Potential
- Low Recovery Potential
- Write-off Candidate

4. FUD Auto Configuration

Required Permission: `FUD_config:edit`

Follow-Up Date (FUD) automation helps ensure timely follow-ups based on action results.

FUD Configuration Main Screen



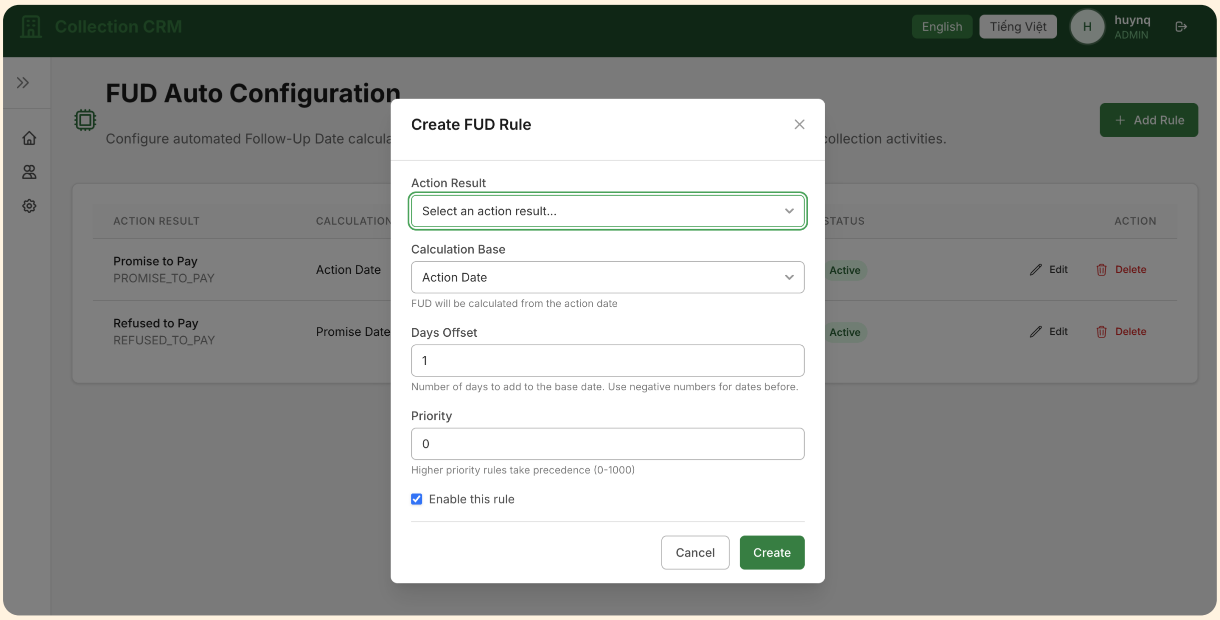
4.1 Creating FUD Rules

Step 1: Click "Create FUD Rule"

Step 2: Configure the rule:

- **Action Result:** Which result triggers this rule
- **Calculation Type:**
  - Based on Promise Date (for payment promises)
  - Based on Action Date (for general follow-ups)
- **Days Offset:** Number of days to add/subtract
- **Priority:** Rule priority (1-10, higher = more important)
- **Active:** Enable/disable the rule

Create FUD Rule Modal



Example FUD Rules

Action Result	Calculation	Days	Description
Promise to Pay	From Promise Date	-1	Follow up 1 day before payment due
No Answer	From Action Date	+2	Try again in 2 days
Requested Callback	From Action Date	+1	Call back next day
Payment Arrangement	From Promise Date	+1	Confirm payment received

4.2 Managing Rules

Rule Priority

- Higher priority rules override lower priority ones

- If multiple rules match, highest priority wins
- Use priority to handle special cases

Testing Rules

> **Tip:** Test new rules with a small group before enabling system-wide:
>
> 1. Create rule as inactive
> 2. Test with specific agents
> 3. Review results and adjust
> 4. Activate for all users

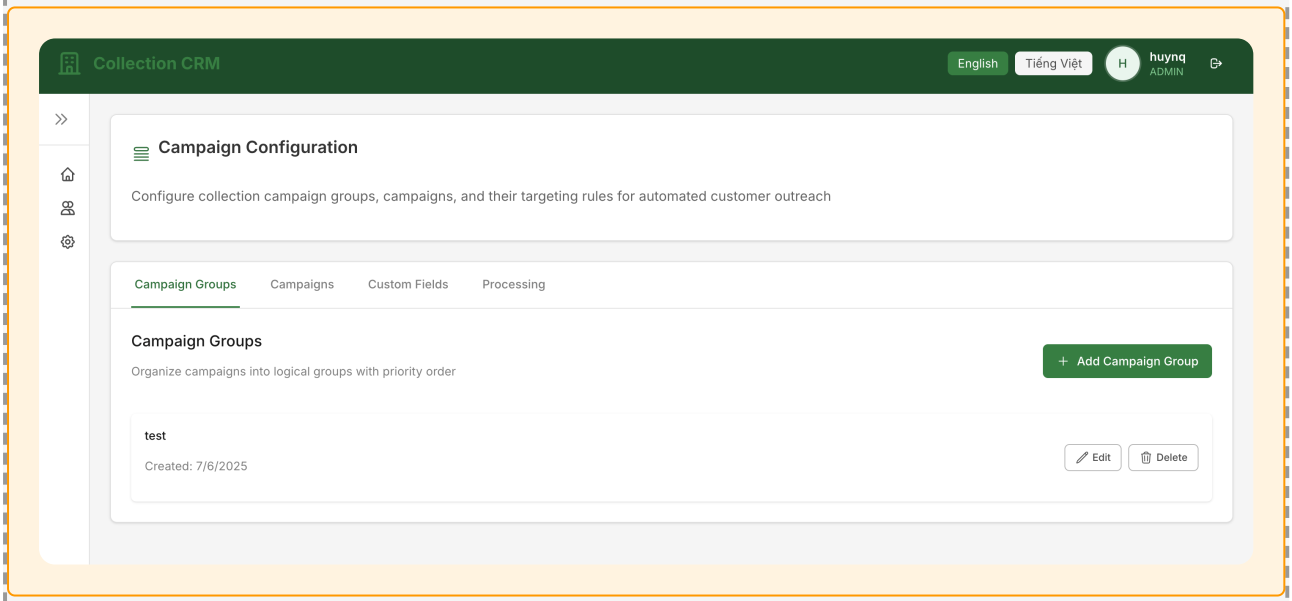
> **Warning:** Changes to FUD rules affect all future actions immediately. Existing FUD dates are not retroactively updated.

5. Campaign Management

Required Permission: `campaign_management`

The Campaign Management system provides a sophisticated framework for organizing and prioritizing collection efforts through campaign groups and campaigns. This hierarchical structure ensures customers are systematically assigned to the most appropriate collection strategies.

Campaign Management Overview



Key Concept: The campaign system uses a two-tier hierarchy:

- **Campaign Groups:** High-level categories that organize related campaigns
- **Campaigns:** Specific collection strategies within each group, with prioritized rules

5.1 Campaign Groups

Campaign Groups are logical containers that organize multiple related campaigns. Each group represents a distinct collection strategy or customer segment approach.

Understanding Campaign Groups

Group Characteristics

- **Multiple Campaigns:** Each group contains multiple campaigns with different criteria
- **Customer Distribution:** A customer can appear in different campaign groups simultaneously
- **Independent Processing:** Groups are evaluated independently of each other
- **Strategic Segmentation:** Groups typically represent major collection strategies

Creating Campaign Groups

Step 1: Navigate to Campaign Groups tab

Step 2: Click "Create Group"

Step 3: Enter:

- **Group Name:** Descriptive name (must be unique)
- **Description:** Clear explanation of the group's purpose and strategy

Common Campaign Group Examples

Group Name	Purpose	Typical Campaigns
Early Stage	Initial collection efforts (1-30 DPD)	Soft Reminder, First Call, SMS Notification
Mid Stage	Intensified efforts (31-90 DPD)	Urgent Call, Field Visit Prep, Settlement Offer
Late Stage	Final attempts (90+ DPD)	Final Notice, Legal Warning, Write-off Evaluation
Risk-Based	Segmented by risk score	High Risk Priority, Medium Risk Standard, Low Risk Auto
Product-Specific	Different products need different approaches	Credit Card Recovery, Personal Loan, Mortgage

5.2 Campaigns

Campaigns are specific collection strategies within a group. Each campaign has defined criteria (base conditions) and priority rules that determine customer assignment.

> **Critical Rule:** Within a campaign group, each customer can only be assigned to ONE campaign - the highest priority campaign they qualify for. This ensures no duplicate efforts within the same strategic approach.

Campaign Priority System

The priority system is fundamental to how campaigns work:

Priority Assignment

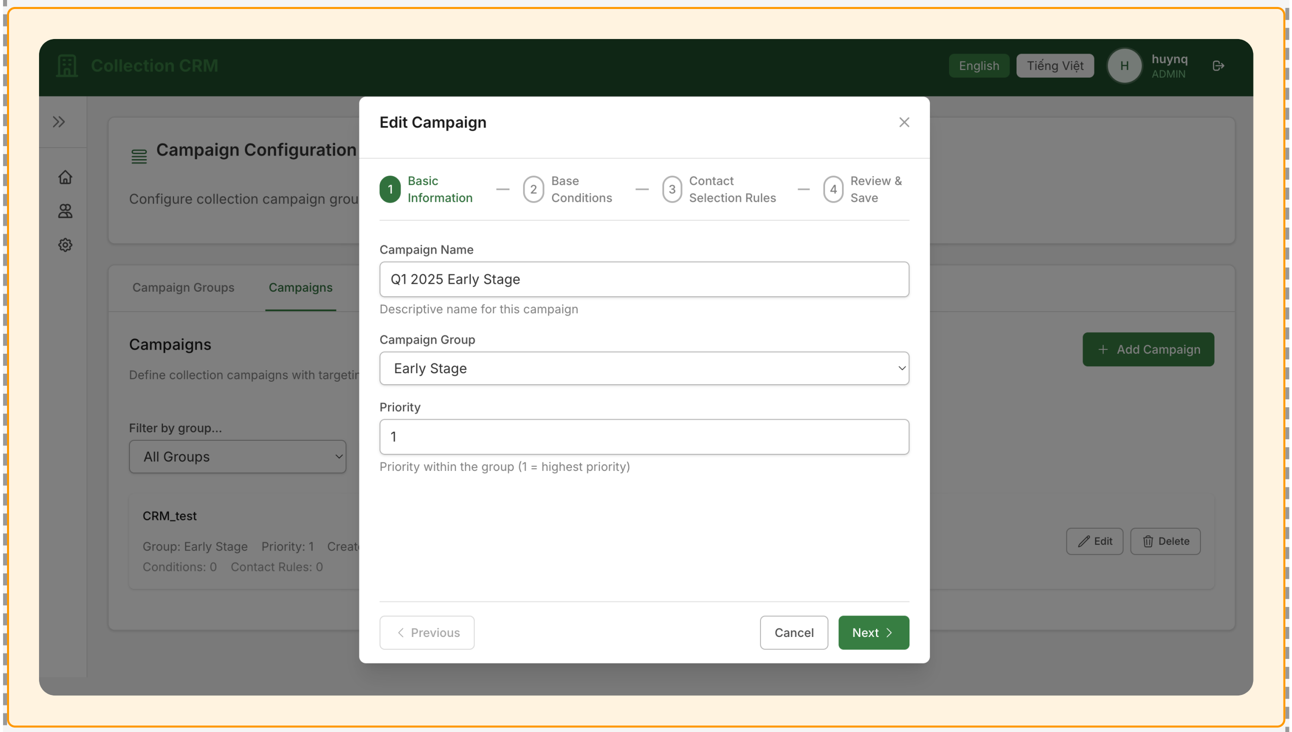
- Each campaign has a priority number (1-999)
- Lower numbers = higher priority
- Priority must be unique within a group
- System evaluates campaigns in priority order

Customer Assignment Logic

- Customers are evaluated against campaigns in priority order
- First matching campaign wins
- Once assigned, customer skips remaining campaigns in that group
- Ensures most important campaigns get first selection

Creating Campaigns

Campaign Creation Form



Step 1: Select the Campaign Group this campaign belongs to

Step 2: Configure campaign settings:

- **Campaign Name:** Unique identifier within the group
- **Priority:** Number from 1-999 (must be unique within group)
- **Base Conditions:** Define criteria for customer eligibility
- **Contact Rules:** Specify how to contact qualified customers

Base Conditions Configuration

Base conditions determine which customers qualify for a campaign. All conditions must be met for a customer to be eligible.

Condition Type	Field Examples	Operators	Use Case
Loan Data	dpd, outstanding_balance, loan_type	=, >, <, BETWEEN	DPD between 30-60
Customer Data	segment, region, age	=, !=, IN	Segment = 'Premium'
Custom Fields	risk_score, payment_propensity	>, <, >=, <=	risk_score > 70
Historical Data	previous_promises, contact_attempts	=, >, <	contact_attempts < 5

Campaign Priority Example

> **Example Scenario:** Early Stage Campaign Group
>
> 1. **Priority 1 - VIP Soft Touch:** Balance > 10M AND customer_segment = 'VIP'
> 2. **Priority 2 - High Balance Focus:** Balance > 5M AND dpd <= 15
> 3. **Priority 3 - Standard Early:** dpd BETWEEN 1 AND 30
>
> A VIP customer with 12M balance and 10 DPD would be assigned to "VIP Soft Touch" (Priority 1) and would NOT appear in the other campaigns.

Contact Selection Rules

Once a customer is assigned to a campaign, contact selection rules determine which phone numbers or contact methods to use.

Rule Priority

- Each rule has a priority (1-999)
- Rules are evaluated in priority order
- Multiple rules can apply to one customer
- Allows sophisticated contact strategies

Contact Types

- **Customer Direct:** Primary mobile, home, work
- **References:** Emergency contacts, guarantors
- **Alternative:** Spouse, family members
- **All:** Include all available contacts

5.3 Custom Fields

Custom fields allow you to use externally calculated data (like risk scores or payment propensity) in your campaign conditions. These fields are pre-calculated outside the system and uploaded for use in campaign evaluation.

Understanding Custom Fields

What Are Custom Fields?

- Additional data attributes calculated externally
- Stored at the loan level
- Can be used in base conditions and contact rules
- Support various data types (number, string, date, boolean)

Common Custom Fields

- **risk_score:** Numerical risk rating (0-100)
- **payment_propensity:** Likelihood to pay (0.0-1.0)
- **collection_priority:** Text priority level (high/medium/low)
- **contact_preference:** Preferred contact method
- **special_handling:** Boolean flag for special cases

Registering Custom Fields

Step 1: Navigate to Custom Fields tab in Campaign Management

Step 2: Click "Add Custom Field"

Step 3: Define the field:

- **Field Name:** Unique identifier (e.g., "risk_score")
- **Data Type:** Select from: string, number, date, boolean
- **Description:** Explain what this field represents

> **Important:** After registering custom fields, the actual values must be uploaded through the system's data import functionality. Custom fields are typically calculated by external analytics systems and then imported.

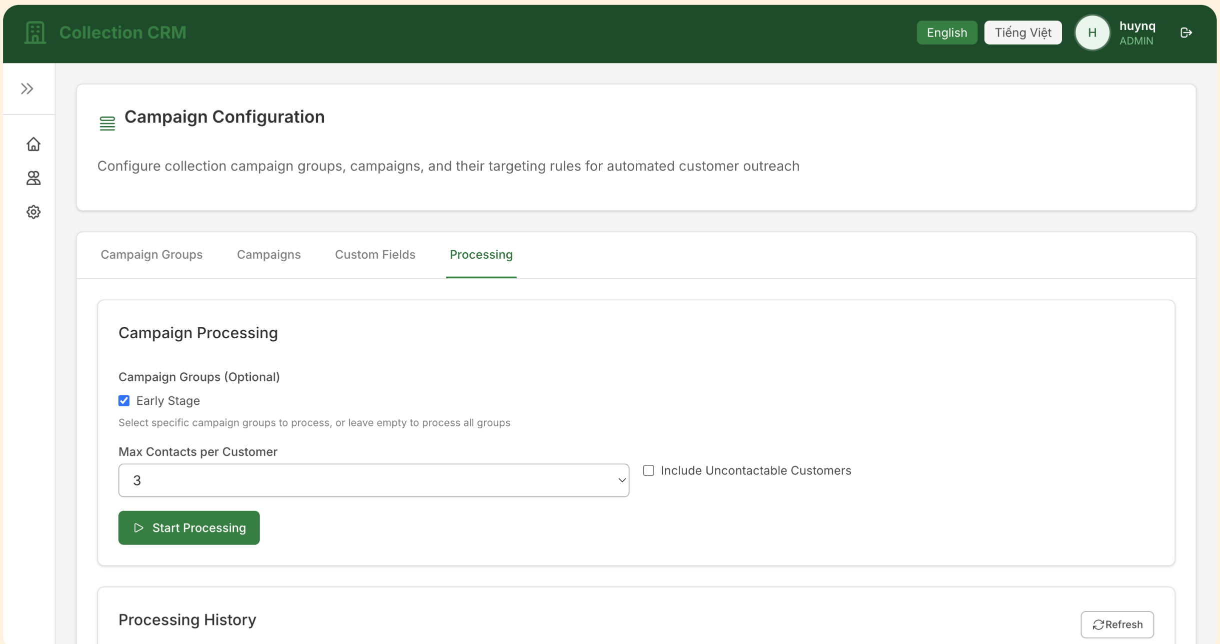
Using Custom Fields in Campaigns

Custom Field	Data Type	Example Condition	Campaign Use Case
risk_score	number	risk_score > 75	High-risk customer campaign
payment_propensity	number	payment_propensity >= 0.8	Likely payers soft approach
collection_priority	string	collection_priority = 'high'	Priority account focus
last_payment_date	date	last_payment_date < '2024-01-01'	Long-term non-payers

5.4 Processing Runs

Processing runs execute the campaign logic, evaluating customers against all configured campaigns and generating assignments. The system can process 500,000 to 1 million customers in approximately 30 minutes.

Processing Runs List



How Processing Works

Processing Flow

1. **Customer Selection:** System identifies all active customers to process
2. **Group Evaluation:** Each campaign group is processed independently
3. **Campaign Priority:** Within each group, campaigns are evaluated by priority
4. **Condition Matching:** Base conditions are checked for each customer
5. **Assignment:** Customer assigned to first matching campaign in each group
6. **Contact Selection:** Appropriate contact details selected based on rules
7. **Output Generation:** Final assignment list created for agents

Initiating a Processing Run

Step 1: Click "New Processing Run" on the Processing Runs tab

Step 2: Select processing parameters:

- **Campaign Groups:** Which groups to include (or select all)
- **Contact Restriction:** Allow maximum number of contacts per customer

Step 3: Review estimated processing time and click "Start Processing"

Processing Run Details

Overview | Assignments | Results | Errors

Tab	Information Displayed	Key Metrics
Overview	Summary of the processing run	Start/end time, total customers, campaigns evaluated
Assignments	Customer-to-campaign mappings	Customers per campaign, distribution percentages
Results	Campaign engine metrics	Match rates, contact availability, processing time
Errors	Processing issues and failures	Failed evaluations, data quality issues, system errors
Export	Export Campaign Contacts	CSV file listing contacts assigned to campaign

Understanding Processing Results

Assignment Statistics

- **Total Processed:** Number of customers evaluated
- **Assigned:** Customers matched to at least one campaign
- **Contacts Selected:** Contacts matching selection rule
- **Campaign Processed:** Number of campaigns processed with data

Campaign Performance

- **Customers Assigned:** Number of customers assigned to campaigns
- **Customers/Sec:** Customers processed per second
- **Duration:** Time taken for processing
- **Contacts Selected:** Contacts matching selection rule

Best Practice: Always run in Test mode first to preview results before executing a Production run. This allows you to verify campaign logic and catch configuration issues without affecting actual assignments.

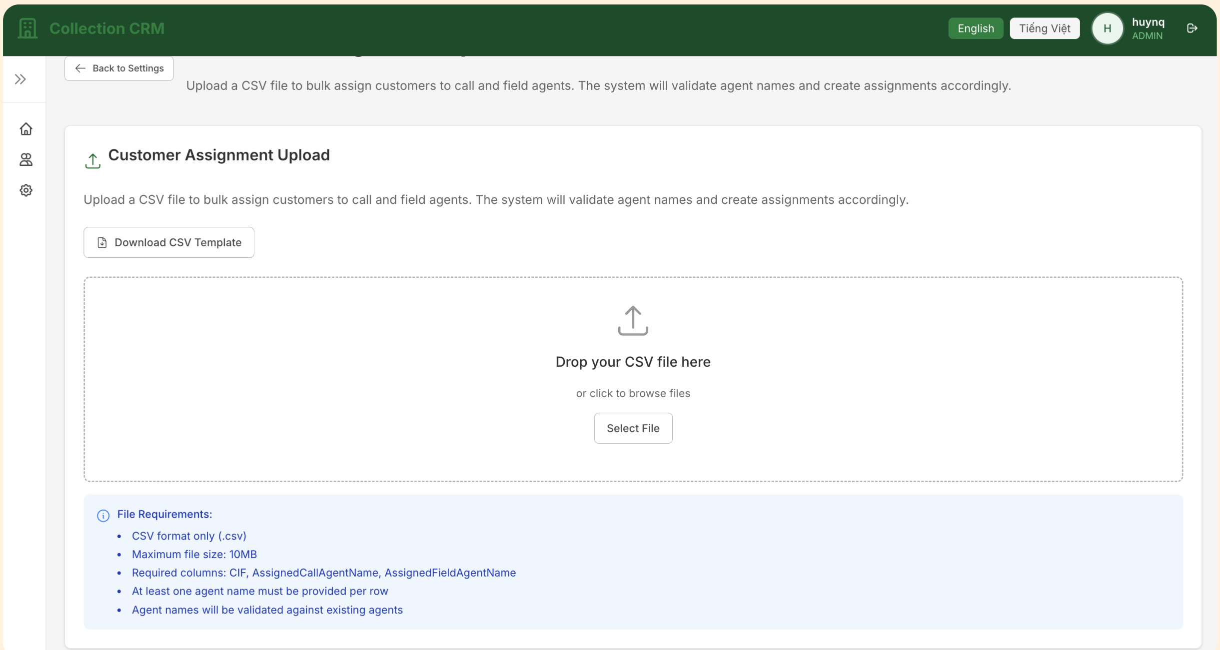
Important: Production runs will immediately update customer assignments and make them available to agents. Ensure all campaigns are properly configured before initiating a production run.

6. Customer Assignment Upload

Required Permission: `customer_assignment`

Bulk upload customer assignments to quickly distribute accounts to collection agents.

Customer Assignment Upload Screen



Upload Process

Step 1: Download the CSV template

Step 2: Fill in the template with:

- **CIF:** Customer Identification Number (required)
- **AssignedCallAgentName:** Username for call agent
- **AssignedFieldAgentName:** Username for field agent

> **Note:** At least one agent (call or field) must be specified for each customer.

Step 3: Save the file as CSV format

Step 4: Upload the file:

- Drag and drop onto the upload area, OR
- Click to browse and select file

Step 5: Review upload results:

- Success count
- Error count with details
- Processing statistics

File Requirements

Requirement	Details
File Format	CSV (Comma-Separated Values)
Maximum Size	50 MB
Encoding	UTF-8 recommended
Required Columns	CIF, at least one agent name
Header Row	Must match template exactly

Common Upload Errors

Invalid CIF

Ensure CIF exists in the system and is correctly formatted

Agent Not Found

Verify agent usernames match exactly (case-sensitive)

Missing Required Field

Each row must have CIF and at least one agent assigned

Best Practice: Start with a small test file (10-20 records) to verify format before uploading large batches.

7. Audit Log

Required Permission: `audit_view`

Monitor system activities, user actions, and security events for compliance and troubleshooting purposes.

Audit Log Main Screen

Audit Log Screenshot

Audit Log Features

Event Tracking

- User authentication events
- Data modifications
- Permission changes
- System configuration updates
- API access logs

Filtering Options

- Date range selection
- Service name filter
- Event type filter
- Action filter
- Sort by timestamp or event

Log Details

- Timestamp (date & time)
- Service origin
- Event classification
- User agent information
- Entity details
- Metadata (JSON format)

Using the Audit Log

Searching and Filtering

Step 1: Set date range using Start Date and End Date fields

Step 2: Apply filters:

- **Service:** Filter by specific microservice (e.g., auth-service, workflow-service)
- **Event Type:** Filter by event category (e.g., LOGIN, UPDATE, DELETE)
- **Action:** Filter by specific action performed

Step 3: Configure sort order:

- Sort by: Created At, Timestamp, Event Type, Service Name, or Action
- Order: Ascending or Descending

Step 4: Click "Apply Filters" to search

Reading Log Entries

Field	Description	Example
Timestamp	When the event occurred	2025-01-22 14:30:45
Service	Which microservice generated the log	auth-service
Event Type	Category of event	USER_LOGIN
Action	Specific action performed	authenticate
User Agent	Browser/client information	Mozilla/5.0...
Entity	Affected resource type and ID	user/123456
Metadata	Additional event details	Click "View metadata" to expand

Common Use Cases

Security Monitoring

- Track failed login attempts
- Monitor permission changes
- Detect unusual access patterns
- Review data export activities

Compliance Auditing

- Document user access history
- Track data modifications
- Verify authorization compliance
- Generate audit reports

Troubleshooting

- Investigate user-reported issues
- Trace API errors
- Identify performance bottlenecks
- Debug integration problems

Note: Audit logs are retained for 90 days by default. Contact your system administrator if you need to access older logs or export log data for archival purposes.

Privacy Notice: Audit logs may contain sensitive information. Access should be restricted to authorized personnel only. Always follow your organization's data privacy policies when reviewing logs.

8. Administrative Best Practices

User Management

Access Control

- Follow principle of least privilege
- Regular audit of user permissions
- Deactivate accounts promptly when employees leave
- Use roles instead of individual permissions

Password Policies

- Enforce strong password requirements
- Require regular password changes
- Never share or display passwords
- Use temporary passwords for new accounts

Configuration Management

Change Control

- Document all configuration changes
- Test changes before implementation
- Schedule changes during low-activity periods
- Have rollback plans ready

Monitoring and Maintenance

- Regular review of system logs
- Monitor campaign performance
- Track FUD rule effectiveness
- Analyze action configuration usage

Data Management

Task	Frequency	Purpose
User audit	Monthly	Verify active users and permissions
Configuration backup	Weekly	Preserve system settings
Performance review	Monthly	Optimize campaigns and workflows
Security review	Quarterly	Ensure compliance and security

9. Troubleshooting for Admins

Common Administrative Issues

User Cannot Access Features

1. Verify user is active
2. Check assigned roles
3. Confirm role has required permissions
4. Have user log out and back in
5. Clear browser cache if needed

Campaign Not Processing

1. Check campaign is active
2. Verify base conditions are valid
3. Ensure campaign group is active
4. Review processing logs for errors
5. Check system resources

FUD Rules Not Working

1. Confirm rule is active
2. Check rule priority
3. Verify action result mapping
4. Test with sample action
5. Review calculation logic

Upload Failures

1. Verify file format (CSV)
2. Check file size (<50MB)
3. Confirm column headers match template
4. Validate data in each row
5. Look for special characters or encoding issues

System Health Checks

Daily Checks

- Review error logs
- Check active user count
- Monitor system performance
- Verify scheduled jobs ran

Weekly Checks

- Review user activity reports
- Check campaign effectiveness
- Analyze action usage patterns
- Update documentation as needed

Escalation Procedures

1. **Level 1:** Check documentation and known issues
2. **Level 2:** Consult with senior administrators
3. **Level 3:** Contact technical support team
4. **Level 4:** Engage vendor support if needed

CollectionCRM Admin Guide - Version 1.0
Last Updated: 2025

Support Contact: Contact your IT department for technical assistance