

# COLLECT KART

## COLLECT KART- An Innovative Phygital Debt Collection Platform by DocBoyz

DocBoyz – A Phygital fintech company presents the most innovative Debt collection platform – **COLLECT KART**, which caters to all the need for Digital & Physical debt collection management services. It is one of the finest examples of cloud-based solutions for Lenders and Payment collection agencies.

### COLLECT KART Redefining payment collection

#### Why COLLECT KART as The Debt Collection Platform?

From a long time, Banking & Financial Services Companies needed a solution, which will reduce cost of debt collection, improve collection process efficiency, provide better monitoring and faster resolution. So, DocBoyz took the initiative and, based on extensive research, developed this fantastic payment collection platform as- **COLLECT KART**.

The unstructured data, poor management of communication, no centralized monitoring of communication, and less logical decisions due to lack of analytics, etc. have been a perennial problem of this sector. To overcome all these challenges and make payment collection easier & efficient- **COLLECT KART** has been designed.

#### Salient Features

- ✓ Customization based on the client's process
- ✓ Agency onboarding & Real-Time Monitoring
- ✓ Cloud-Based Predictive Calling
- ✓ Dashboard & Mobile App
- ✓ Pan-India FC & Agencies Network
- ✓ Legal Process Integration
- ✓ Data Integration

#### Solutions

- ✓ Seamless Integration with Enterprise Suite/LMS/ CRM.
- ✓ Automated allocation of cases to the agency representatives.
- ✓ AI technology-based predictive calling with call record feature.
- ✓ Effective automated settlement
- ✓ Apps for the field agents to work without any interruptions.
- ✓ Dashboard to manage the activities and for analytics.
- ✓ Supports in collection agency management.
- ✓ Pan-India onboarded agency
- ✓ Automated triggering

### COLLECT KART Platform

A well-versed process makes it unique and a pioneer among other payment collection platforms. Its process provides all the easiness and gives 360° freedom to work seamlessly.

#### 1. Case Upload

The Client uploads the collection case using the DocBoyz Portal or and API

#### 2. Predictive Calling

AI based platform assist call center agent for customer calling, Digitally sends the payment link.

#### Customer Pay

Payment is collected by the FC by CASH/CHEQUE/QR Code/UPI from the customer.

#### 3. Assign FC

Call center agent assigns the case to a FinTech correspondent for a physical visit.

#### 4. Skip tracing

Our platform research on data using AI and predicate ML about defaulter and trace the defaulter.

#### 5. Visit Customer

FC calls the customer, fix a meeting and physically visits the customer for payments collection.

### The Benefits to Banking & Financial Services Companies

- ✓ Improvement in the collection by 10x.
- ✓ Swift action in each case.
- ✓ AI technology-based effectual calling & supports performance tracking of agencies
- ✓ Hassle-free Reconciliation
- ✓ Real-Time Monitoring
- ✓ Ease in analyzing data and helping in offering a customized resolution
- ✓ Better reach to borrowers



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Aadhaar Masking

Video KYC

eSign

eNACH

Face Match

Verification API

DocBoyz Platform (Document Collection & Verification)

COLLECT KART Platform (Debt Collection)