



# Desk Collection Application Adira Finance

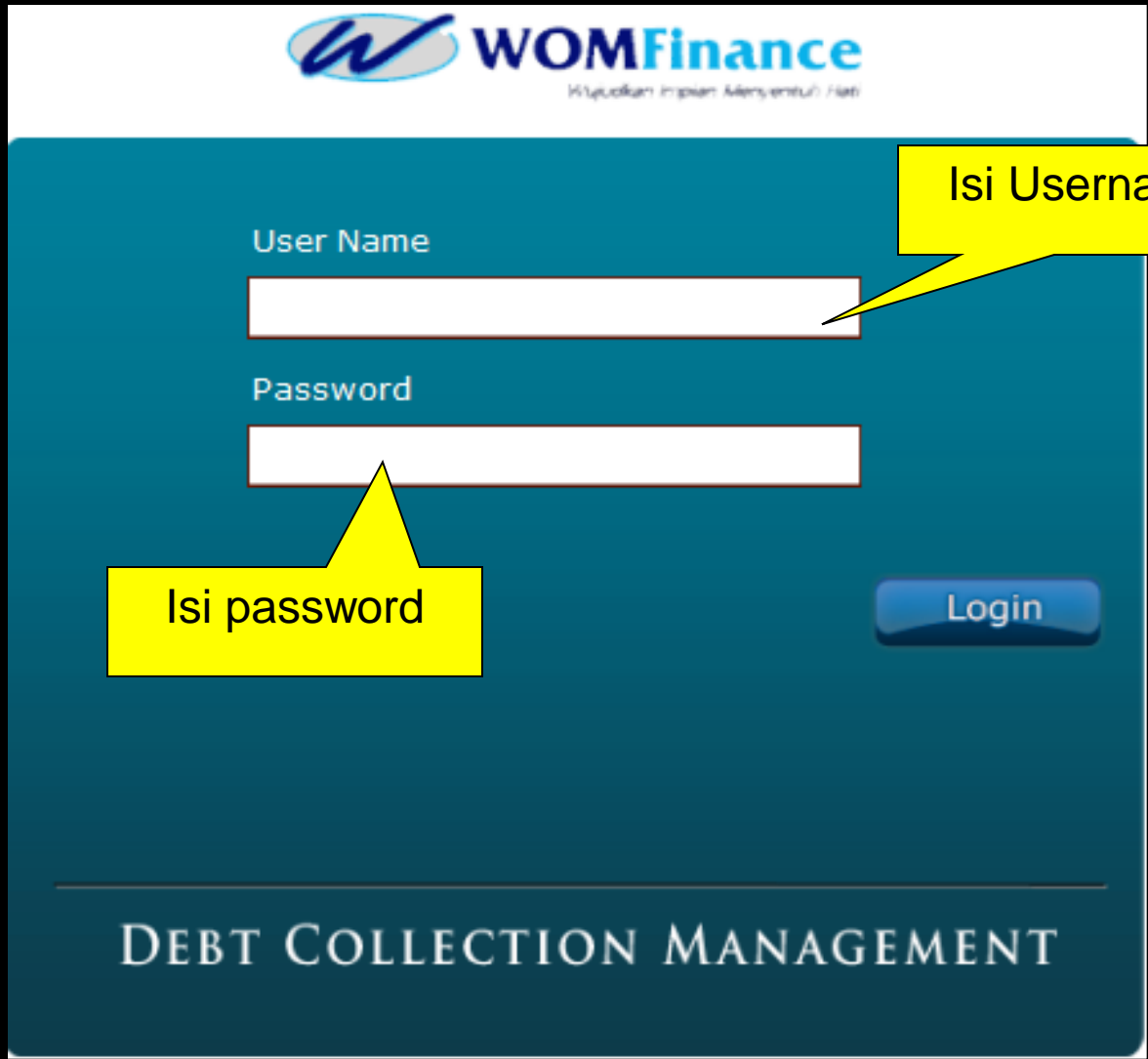
Prepared by: PT Valdo Intl.



# Basic Info

- Web based application
- Password & username required
- Automatic dialing
- Well Recorded Data (Absent, performance, capacity, statistics)
- Transparency & Accountability
- Speed performance
- Wider Coverage

# Login Page



The image shows a login page for WOMFinance. At the top, there is a logo for WOMFinance with the tagline "Mujudkan Impian Menjadi Realita". Below the logo, there are two input fields: "User Name" and "Password". A yellow callout bubble points to the "User Name" field with the text "Isi Username". Another yellow callout bubble points to the "Password" field with the text "Isi password". To the right of the input fields is a blue "Login" button. At the bottom of the page, there is a horizontal line followed by the text "DEBT COLLECTION MANAGEMENT".

**WOMFinance**  
Mujudkan Impian Menjadi Realita

User Name

Password

Isi Username

Isi password

Login

DEBT COLLECTION MANAGEMENT

# User Interface

The screenshot shows a web application interface for VALDOINC. The top navigation bar includes 'Contact' and 'Setting' tabs. The main content area is divided into several sections:

- Search Account Section:** Includes a 'NAMA' search field, a 'GO' button, and a 'SEARCH ACCOUNT' button. Below this is a list of account details:
 

1. ORDER NO	032008002788
2. NAMA	KOMARUDIN
3. GENDER	L
4. MARITAL STATUS	M
5. WO STATUS	0
6. SALES DATE	15-Jan-09
7. DEALER	TUNAS SAKTI MOTOR NEW BIKE
8. SURVEYOR	MAHUN
- Payment Section:** Includes a table of payment details:
 

9. ANGSURAN BULAN	638,000.00
10. OD DUE DATE	23-Jul-09
11. OLD DUE NO	6
12. TENOR	12
13. OLD AMOUNT	
14. OS AR	19,140,000.00
15. OS PENALTY	12,760.00
- Address Section:** Includes a table of address details:
 

16. ADDRESS	KP KEJAREN JELUPANG RT 9/3
17. AREA DESC	(08.07.04.12) - JELUPANG_SERPONG
18. POS CODE	
19. OFFICE ADDRESS	KP KEJAREN JELUPANG
20. OFFICE POST CODE	15323
21. BRANCH	Mauk
22. NO POLISI	B 3541 NAT
23. BRAND	HONDA VARIO RACING
- Last 10 Calltrack Section:** Includes a table of call history:
 

Username	Remark	Code	Call	Call Date	Call Time
ADMIN	MMMN	DEGY		2010-05-03	11:04:32
ADMIN	DASDA	DEGY		2010-04-27	11:28:04
ADMIN	EWWRW	DDAF		2010-04-26	20:45:42
ADMIN	TESTS	HTP		2010-04-23	23:47:08
ADMIN	OK	CASE		2010-04-21	15:34:01
- Emergency Contact Section:** Includes a table of emergency contact details:
 

28. EMERGENCY NAME	KUCON
29. EMERGENCY RELATION	SAUDARA TIRI
24. PHONE NO	-
25. OFFICE PHONE	-
26. EMERGENCY PHONE	EMERG PHONE
27. HAND PHONE	-
30. FIELD NAME	Tester Satu
31. FIELD PHONE	011
- Action Code Section:** Includes a table of action codes:
 

Last Action Code	Last Action Date	Last Action Collector	Memo
PFAA	2010-01-21	Tester Satu	Transferred to Tester Satu(TEST1), basket id = 33899
test	2010-03-24	AMRZUKI	OKE
test2	2010-03-24	AMRZUKI	OKE2

At the bottom, there are buttons for 'HISTORY PAYMENT', 'HISTORY REMINDER', 'HISTORY CALL TRACK', 'HISTORY AGEN TRACK', 'HISTORY PTP', and 'Add Notes'. There is also a 'Click Personal Messages di bawah ini untuk Edit' link.

Search nama nasabah

Search no account

Daftar 10 Panggilan terakhir

Historical Info

Tombol autodial

Incoming Call tick box

Tombol penambahan no telepon baru

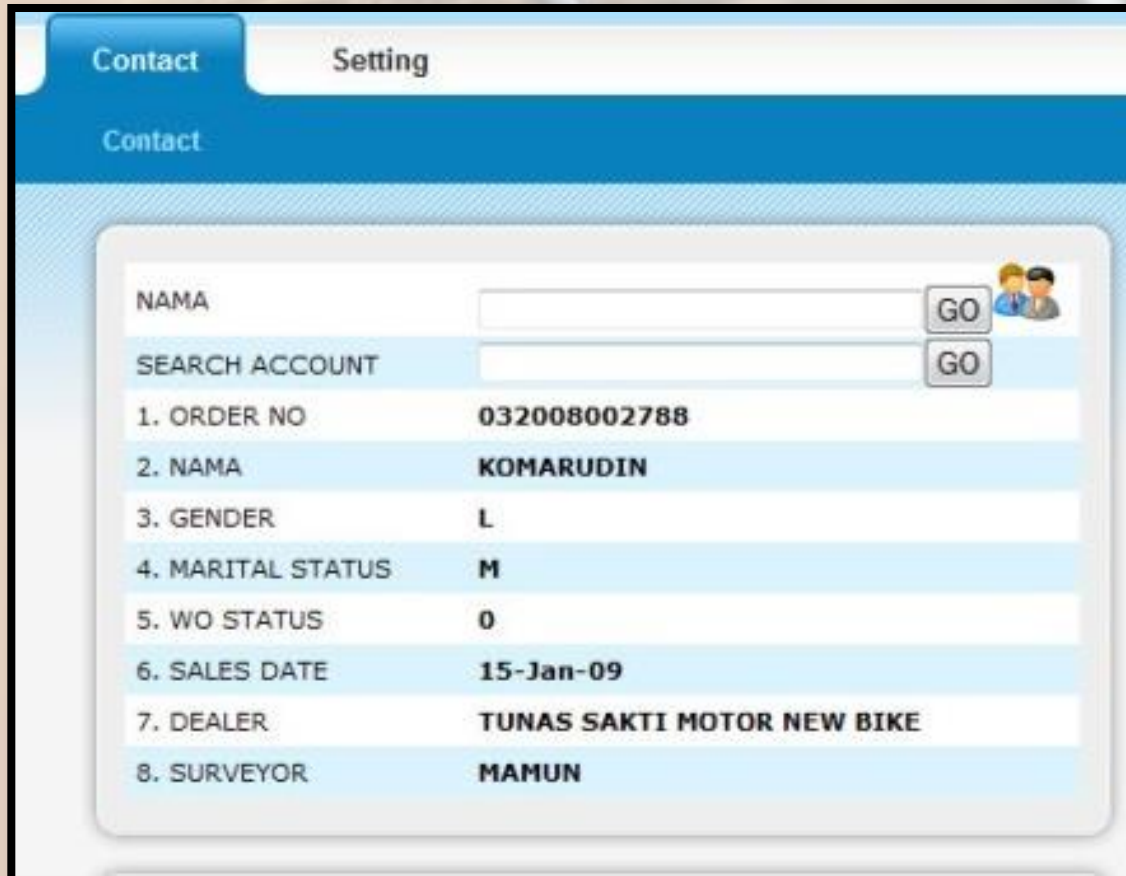
Pilihan Action Code

Free Text isian keterangan

Tombol Eksekusi

# Menu Contact

- Search Data Nasabah berdasarkan Nama dan Account Number




The screenshot displays a software interface with two tabs: 'Contact' (selected) and 'Setting'. Below the tabs is a blue header bar with the word 'Contact'. The main content area contains a search form with two input fields: 'NAMA' and 'SEARCH ACCOUNT', each followed by a 'GO' button and a small icon of two people. Below the search fields is a table of customer data.

1. ORDER NO	032008002788
2. NAMA	KOMARUDIN
3. GENDER	L
4. MARITAL STATUS	M
5. WO STATUS	0
6. SALES DATE	15-Jan-09
7. DEALER	TUNAS SAKTI MOTOR NEW BIKE
8. SURVEYOR	MAMUN



# Profile

- Profile Nasabah sebagai acuan untuk call treatment

NAMA	<input type="text"/>	GO 
SEARCH ACCOUNT	<input type="text"/>	GO
1. ORDER NO	032008002788	
2. NAMA	KOMARUDIN	
3. GENDER	L	
4. MARITAL STATUS	M	
5. WO STATUS	0	
6. SALES DATE	15-Jan-09	
7. DEALER	TUNAS SAKTI MOTOR NEW BIKE	
8. SURVEYOR	MAMUN	

9. ANGSURAN BULAN	638,000.00
10. OD DUE DATE	23-Jul-09
11. OLD DUE NO	6
12. TENOR	12
13. OLD AMOUNT	
14. OS AR	19,140,000.00
15. OS PENALTY	12,760.00

16. ADDRESS	KP KEJAREN JELUPANG RT 9/3
17. AREA DESC	(08.07.04.12) - JELUPANG_SERPONG
18. POS CODE	
19. OFFICE ADDRESS	KP KEJAREN JELUPANG
20. OFFICE POST CODE	15323
21. BRANCH	Mauk
22. NO POLISI	B 3541 NAT
23. BRAND	HONDA VARIO RACING

# Historical Box

**Last 10 Calltrack**

Username	Remark	Code Call	Call Date	Call Time
ADMIN	MNMN	DEGY	2010-05-03	11:04:32
ADMIN	DASDA	DEGY	2010-04-27	11:28:04
ADMIN	EWWRW	DDAF	2010-04-26	20:45:42
ADMIN	TESTS	HTP	2010-04-23	23:47:08
ADMIN	OK	CASE	2010-04-21	15:34:01

**HISTORY PAYMENT** **HISTORY REMINDER**

 **HISTORY CALL TRACK**  **HISTORY AGEN TRACK**

 **HISTORY PTP**

**Add Notes**

Click Personal Messages di bawah ini untuk Edit

- Tabel 10 panggilan terakhir
- Riwayat Pembayaran, Reminder, Call Track, Agent, PTP.
- Catatan bebas

# Contact Box

- Dial otomatis dengan klik tombol 'call'
- Penambahan Nomor Baru

28. EMERGENCY NAME	KUCON	
29. EMERGENCY RELATION	SAUDARA TIRI	
24. PHONE NO	-	Call
25. OFFICE PHONE	-	Call
26. EMERGENCY PHONE	EMERG PHONE	Call
27. HAND PHONE	-	Call
30. FIELD NAME	Tester Satu	
31. FIELD PHONE	011	Call
For Incoming Call	<input type="checkbox"/>	

Add New Phone



# History PTP & Last Action Code

- Menampilkan Riwayat PTP nasabah
- LAC menampilkan action code terakhir

36. PTP DATE	30-Oct-09
37. PTP AMOUNT	90,000.00
38. LAST PAYMENT DATE	01-Dec-09
39. LAST PAYMENT	10,000.00
40. PAYMENT VIA	3.00

Last action action code

Last Action Code	Last Action Date	Last Action Collector	Memo
PFAA	2010-01-21	Tester Satu	Transferred to Tester Satu(TEST1), basket id = 33050
test	2010-03-24	AMRZUKI	OKE
test2	2010-03-24	AMRZUKI2	OKE2

# Set Action Code

- Jika panggilan sudah dilakukan, tentukan action code berdasarkan list yang ada
- Jika perlu tambahan catatan bebas, isi dalam kotak dibawah action code.
- Proceed untuk simpan



The screenshot shows a web form titled 'Set Action Code'. It features a dropdown menu labeled 'Action Code' at the top. Below it is a large text input field. A blue button with a speech bubble icon and the text 'PROCEED' is positioned below the input field. Underneath the button is another dropdown menu labeled 'Action Code Field'. Below this is a 'Visit Date' field showing '2010-05-06' and a clock icon with '09:00'. A second large text input field is located below the date field. At the bottom of the form, there are three buttons: 'PROCEED AGEN' (blue), 'STA' (green with a power icon), and 'View Dashboard' (blue).

# Action Codes

There is no data action code

**Tanggal Hari ini**

**Friday** 15-Oct-10

Action Code

Action Code

DEJR: Tdk Bayar;Konsumen Tidak KetemuTidak ditempat (no\_contact)  
DFLB: TELFON SIBUK (no\_contact)  
DFLN: NO ANSWER (no\_contact)  
DPAA: Invalid Number (no\_contact)  
DFUP: PTP FOLLOW UP (contact)  
DJAA: Titip Pesan; (no\_contact)  
DYYY: Konsumen minta di pick up (contact)  
DZZZ: Konsumen Byr lewat Surveyor (contact)  
DEIQ: Tidak Bayar; Masalah Keuangan Sementara; Konsumen Belum (contact)  
DEKU: Tidak Bayar; Fraud; Konsumen Tidak Merasa Ambil Kredit (contact)  
DXXX: Hubungi kembali (reminder)  
DCAA: Sudah bayar; Pick Up; (contact)  
DDAD: Sdh Bayar;Transfer/LLG (contact)  
DDAE: Sdh Bayar;Loket (contact)  
DDAF: Sdh Bayar;Cek/Giro (contact)  
DEGG: Tdk Bayar;Hilang Penghasilan;Sakit Berat/Cacat Tetap (contact)  
DEGH: Tdk Bayar;Hilang Penghasilan;Dipenjara (Bukan Kurungan) (contact)  
DEGY: Tdk Bayar;Hilang Penghasilan;PHK/Bangkrut (contact)  
DEHI: Tdk Bayar;Penghasilan Berkurang;Isteri Behrhenti Kerja (contact)

# Action Codes

There is no data action code

**Tanggal Hari ini**


Friday 15-Oct-10


Action Code

DEHJ: Tdk Bayar;Penghasilan Berkurang;Gaji/Benefit Turun (contact)  
DEHK: Tdk Bayar;Penghasilan Berkurang;Pindah/Ganti Pekerjaan (contact)  
DEIL: Tdk Bayar;Masalah Keuangan Sementara;Anggota Keluarga Sakit (contact)  
DEIM: Tdk Bayar;Masalah Keuangan Sementara;Biaya Sekolah Anak (contact)  
DEIN: Tdk Bayar;Masalah Keuangan Sementara;Sakit/Melahirkan (contact)  
DEIO: Tdk Bayar;Masalah Keuangan Sementara;Musibah/Bencana Alam (contact)  
DEIP: Tdk Bayar;Masalah Keuangan Sementara;Korban Kejahatan (contact)  
DEKT: Tdk Bayar;Fraud;Data Fiktif/Pemalsuan (contact)  
DELU: Tdk Bayar;Tidak Mau Membayar;Kecewa Dengan WOM (contact)  
DELV: Tdk Bayar;Tidak Mau Membayar;Konsumen Arogan (contact)  
DELW: Tdk Bayar;Tidak Mau Membayar;Motor Ditahan Polisi (contact)  
DEMA: Tdk Bayar;Konsumen Meninggal; (contact)  
DGAA: Proses Restruktur; (contact)  
DHAA: Proses Oper Alih (Take Over); (contact)  
DIAA: Penjadualan Ulang Pembayaran Cicilan; (contact)  
DKAA: Pending Asuransi; (contact)  
DMAA: Pending Dokumen; (contact)  
DOAA: Konsumen minta dihubungi kembali (contact)  
DRAA: Pengajuan Keringanan/Diskon; (contact)  
IC01: INCOMING; Konfirmasi pembayaran (contact)

# Action Codes

There is no data action code

**Tanggal Hari ini**  
Friday 15-Oct-10 

Action Code 

- DKAA: Pending Asuransi; (contact)
- DMAA: Pending Dokumen; (contact)
- DOAA: Konsumen minta dihubungi kembali (contact)
- DRAA: Pengajuan Keringanan/Diskon; (contact)
- IC01: INCOMING; Konfirmasi pembayaran (contact)
- IC02: INCOMING; Minta di Pick up (contact)
- IC03: INCOMING; Mohon keringanan/restruktur (contact)
- IC04: INCOMING; Janji bayar (contact)
- IC05: INCOMING; Konfirmasi tagihan (contact)
- IC06: INCOMING; Minta informasi produk/program (contact)
- IC07: INCOMING; Pemberitahuan perubahan alamat/data (contact)
- IC08: INCOMING; Keluhan/complaints (contact)
- IC09: INCOMING; Konsumen sudah meninggal (contact)
- DEJQ: Tdk Bayar;Konsumen Tidak KetemuMenghilang/Skipped (no\_contact)
- DEKS: Tdk Bayar;Fraud;Konsumen Fiktif (no\_contact)
- DEKZ: Tdk Bayar;Fraud;Gadai (no\_contact)
- DJAX: Titip Pesan;Pindah Alamat (no\_contact)
- DLJX: Update Data Konsumen;Konsumen Tidak Ketemu;Pindah Alamat (no\_contact)
- DNAA: Investigasi Fraud; (no\_contact)
- DQAA: Kasus Hukum/Kepolisian; (no\_contact)






# Additional Codes

There is no data action code

**Tanggal Hari ini**  
**Friday** 15-Oct-10 

Action Code 

**Maximum Tanggal PTP adalah Friday 22-Oct-10**

Location Code  Contact Code  Risk Code 

**Location Code**  
Alamat tagih / tlp tagih  
Alamat Rumah/ tlp rumah  
Alamat KTP  
Alamat Kantor / tlp Kantor  
Alamat darurat / tlp Darurat  
Alamat penjamin  
Kantor Wom  
Dealer  
Hanphone  
Lain-lain

**View Dashboard**

# Additional Codes

There is no data action code

**Tanggal Hari ini**  
Friday 15-Oct-10

Action Code

**Maximum Tanggal PTP adalah Friday 22-Oct-10**

Location Code

Contact Code

Risk Code

**PROCEED**

**View Dashboard**

- Contact Code
- Konsumen
- Anak Konsumen
- Suami/ Istri
- Orang Tua Konsumen
- Keluarga dekat
- Satpam/ pembantu
- Tetangga
- Rekan kerja
- Emergency Contact
- Pejabat Lingkungan
- Sekretaris
- Lain-lain

# Additional Codes

There is no data action code

**Tanggal Hari ini**

Friday 15-Oct-10

Action Code

**Maximum Tanggal PTP adalah Friday 22-Oct-10**

Location Code

Contact Code

Risk Code

Risk Code

Konsumen ada motor ada

Konsumen ada motor tidak ada

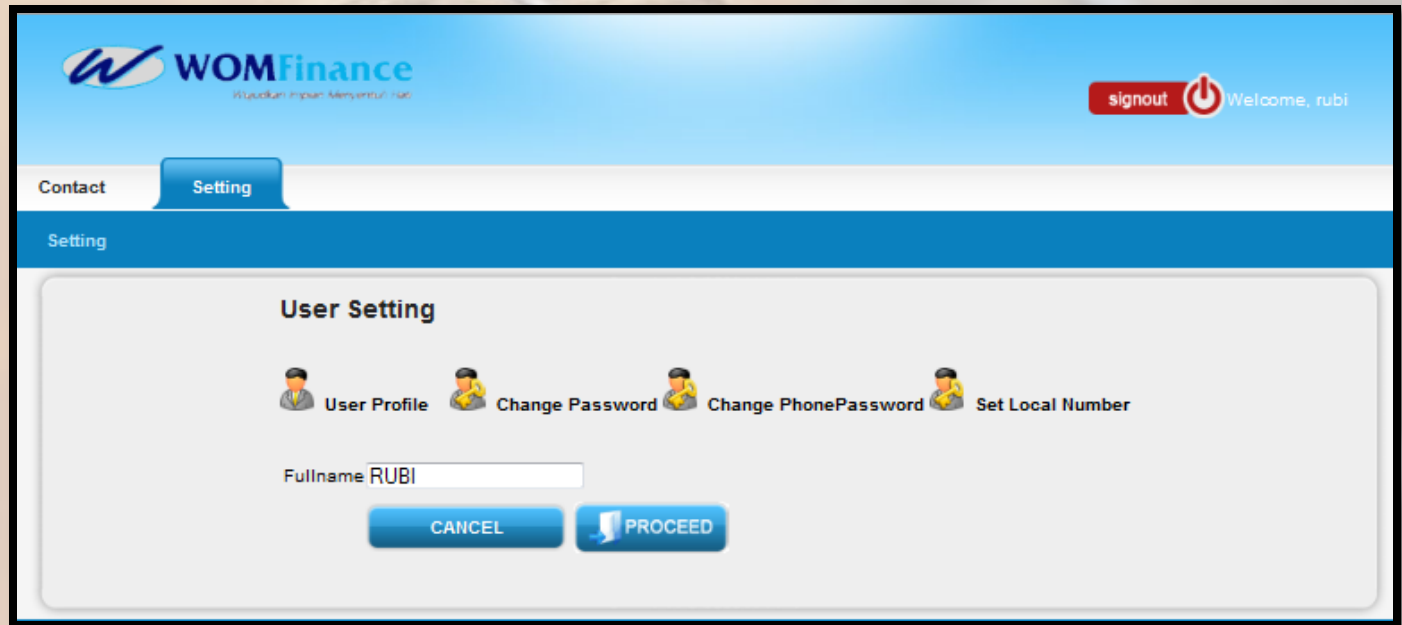
Konsumen tidak ada motor ada

Konsumen tidak ada motor tidak ada

 **PROCEED**

**View Dashboard**

# User Interface-Setting Profile Menu



The screenshot displays the WOMFinance user interface. At the top, the logo "WOMFinance" is visible with the tagline "Wujudkan Impian Menyembur Tiba!". To the right, there is a "signout" button with a power icon and a welcome message "Welcome, rubi". Below the header, a navigation bar contains "Contact" and "Setting" tabs, with "Setting" being the active tab. The main content area is titled "User Setting" and contains four options: "User Profile", "Change Password", "Change PhonePassword", and "Set Local Number", each accompanied by a person icon. Below these options, there is a text input field labeled "FullName" containing the text "RUBI". At the bottom of the form, there are two buttons: "CANCEL" and "PROCEED".

**WOMFinance**  
Wujudkan Impian Menyembur Tiba!

signout Welcome, rubi

Contact Setting

Setting

**User Setting**

User Profile Change Password Change PhonePassword Set Local Number

FullName RUBI

CANCEL PROCEED

# User Interface-Change Password Setting Menu

The screenshot displays the WOMFinance user interface. At the top, the logo "WOMFinance" is visible with the tagline "Wujudkan Impian Menyembul Hati". To the right, there is a "signout" button and a welcome message "Welcome, rubi". Below the header, there are two tabs: "Contact" and "Setting", with "Setting" being the active tab. The "Setting" tab leads to a "User Setting" section. This section contains four options, each with a user icon: "User Profile", "Change Password", "Change PhonePassword", and "Set Local Number". The "Change Password" option is selected, leading to a form with two input fields: "New Password" and "Re-type Password". At the bottom of the form, there are two buttons: "CANCEL" and "PROCEED".

**WOMFinance**  
Wujudkan Impian Menyembul Hati

signout Welcome, rubi

Contact **Setting**

Setting

**User Setting**

User Profile Change Password Change PhonePassword Set Local Number

New Password

Re-type Password

CANCEL PROCEED



# User Interface-Setting Local Number Menu



The screenshot displays the WOM Finance user interface. At the top, the logo 'WOM Finance' is visible with the tagline 'Wujudkan Impian Menempuh Raih'. To the right, there is a 'signout' button and a welcome message 'Welcome, rubi'. Below the header, a navigation bar contains 'Contact' and 'Setting' tabs, with 'Setting' being the active tab. The main content area is titled 'User Setting' and contains four icons representing different settings: 'User Profile', 'Change Password', 'Change PhonePassword', and 'Set Local Number'. Below these icons, there is a text input field for 'Set Local Number' with a value of '0' and a hint 'example for jakarta is 021'. At the bottom of the settings area, there are two buttons: 'CANCEL' and 'PROCEED'.

**WOM Finance**  
Wujudkan Impian Menempuh Raih

signout Welcome, rubi

Contact Setting

Setting

**User Setting**

User Profile Change Password Change PhonePassword Set Local Number

Set Local Number 0 example for jakarta is 021

CANCEL PROCEED



**Thank You**

**Happy Collecting!**