FedEx DCA Decision Engine — Quick Teaching Summary

A concise guide to what the system is, what it does, its main features, and how to use it.

What is this system?

A Debt Collection Agent (DCA) Management Platform that centralizes overdue invoice tracking, predicts recovery likelihood using ML, suggests next-best actions, monitors DCA performance, and keeps a full audit trail for compliance.

Key Features

Dashboard (real-time KPIs), Add Case, Case Workflow, DCA Performance, Predictive Analytics (recovery probability, churn risk, optimal follow-ups), Live Activity Feed, Audit Trail, Role-based access (Admin, DCA, Compliance).

How it works (Simple Flow)

1. Case created or imported. 2. ML scoring runs (recovery probability, churn risk, priority). 3. Dashboard shows KPIs and recommended actions. 4. DCA updates case status; system logs action. 5. Compliance reviews audit trail and analytics.

ML & Recommendations (Short)

Recovery Probability considers ageing, dispute status, business size, DCA responsiveness, SLA breaches, and invoice amount. Churn risk flags likely defaults. The system recommends follow-up frequency and next-best action (escalate, settle, legal).

Roles & Usage Tips

Admin: full control; DCA: work assigned cases; Compliance: read-only analytics/audit. Tips: prioritize high recovery probability cases for quick wins, address high churn risk cases urgently, use predicted follow-up cadence to save agent time.

Getting Started (Quick)

1. Run: `streamlit run app.py`. 2. Use the sidebar role selector. 3. Open Predictive Analytics for AI recommendations. 4. Check Live Updates and Audit Trail for activity and compliance.

Contact & Next Steps

If you want an expanded training deck, branded PDF with screenshots, or step-by-step user guide, tell me which and I will build it.