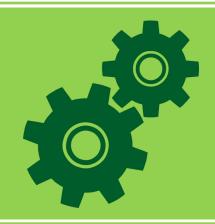# PROCESS AUTOMATION - FREE YOURSELF AND STAFF FROM REPETITIVE TASKS

OPPORTUNITY:

Modern technology provides more than just rapid computations and quick access to information we can't possibly be expected to remember. Computers can now be used to perform time consuming, repetitive tasks to free you and your staff from time consuming busy-work.

Process automations are not only a money saver, but a competitive advantage. By freeing up employee time, more effort can be spent on revenue-generating activities, increasing productivity and expanding bandwidth for new business.

WHAT IS PROCESS AUTOMATION?

To automate a task means to allow a computer or machine to perform it on your behalf. For the purposes of this paper, we will include third-party integrations into this definition because paying vendors to perform repetitive tasks can both free up valuable time for your staff and translate to far better use of operating capital.

SOFTWARE AUTOMATION

In the debt recovery process, there are numerous processes that computers can perform autonomously. From the moment a client provides new account data, software can be instructed to load that data, map it, categorize it, initiate written communications via form letters or emails, distribute those accounts to the appropriate agents, and update them with data enrichment. By the time a collector sees the new account, it has been processed and is fully compliant with state/federal laws regarding contact regulations, without being touched yet.

That is just one example, others include automatically performing all account/client/credit bureau/process updates when a bankruptcy or death is identified and status-updated by the collector. The time savings are enormous, but the protections from violating compliance standards by removing these accounts from worklists are invaluable.

How would you like to automate those pesky client reports that they want in a very specific format every 12 days, but not on days beginning with "T"? Done. Never think about it again.

Ideally, these tools are under admin user control because you will identify efficiencies as your business moves forward and should be empowered to update automations accordingly.

THIRD PARTY INTEGRATION "AUTOMATIONS"

Businesses providing services like autodialing, letter sending, payment processing, skip tracing, data enrichment, and voicemail drops or text messaging can provide massive time savings by streamlining processes and preventing repetitive tasks from bogging down employees whose time is expensive after wages, taxes, insurance, etc. Once the templates are made, the preferences are set, the triggers are established, or the integrations are completed, employees can focus their time on revenue-generation.

YOUR NEXT MOVE

Maximize the process automations your collections software can supply. There are many third-party vendors, and your software vendor may or may not be capable of integrating other technologies. If limited, or no options are available for automations, this will be an excellent indication of how modern and flexible your software is.

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