Session 21 Questions and Answers

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Session 21 - Find Out How XpressCollect will Upgrade your Collections Experience, Especially if you're Using LoansPQ

One of MeridianLink's latest offerings, the web-based XpressCollect, is the focus of this session. The product's key features that replace tedious workflows of the past with increased automation, sophisticated analytics, and easy-to-use functionality are thoroughly examined.

Q. Can this be hosted On-Prem?	A. No, we will host in the cloud.
Q. Are there reports that produce collector activity?	A. There are reports available on individual collector activity.
Q. How frequently can the data file be updated into XpressCollect (XC)?	A. Typically, this is done daily. Other options can be discussed based on business needs.
Q. Are you in real-time with Symitar?	A. We can receive notes and payments in real-time (when entering an account) and push notes in real-time.
Q. Can this write back to a Core like Symitar as notes for staff to review?	A. Yes, notes can be pushed back to Core.
Q. Is this more of a monitoring tool or is there good integration between our Core and XC?	A. This is dependent on your Core solution. We can send notes in real-time to Core and receive payment and notes from Core in real-time.
Q. When will this updated version be available?	A. This version is available now.

Q. How robust is the import? Is it capable of handling approximately 1 million rows of data?	A. Yes.
Q. Do you currently have any customers that have custom Cores?	A. Yes, we do.
Q. Can you use the dashboard for the entire credit union information instead of goal per collector?	A. To view information for an entire credit union, you can create a report where you have identified what information to display.
Q. Do you interact real-time with Keystone (Corelation)?	A. We have the ability but have not done this yet.
Q. Can you speak about how charge-offs and recoveries are handled in the system?	A. We have built-in fields to capture and track this information. Progress can be tracked, and reminders can be set.
Q. How easy is it to pull out accounts? For instance, a bankruptcy?	A. Accounts can be easily re-assigned to a bankruptcy queue.
Q. Do you pull over all member accounts or only delinquent accounts?	A. This is dependent on your needs. XC can handle all loans, delinquencies, or negative deposit accounts.