

## Titanium ORE Features

### Operate 24x7

No need for night processing  
Dynamic work chains/queues – work arrives instantly

### Unparalleled Security

Encryption of data in transit and at rest (field & filesystem)  
Data masking  
Pluggable Authentication

- Active Directory
- Novell
- OpenLDAP

Restrictions to functionality based on customizable roles  
Limit manager and agent access to data based on hierarchical access control

### User Management

Privileges for all actions within the system  
Exclusive roles for positions or individuals  
Segregate data to only what user should see

### Logging

Robust audit logging and traceability  
Historical logs of changed information  
Informative workflow logs

### Workflow

Strategies - Time based workflow for lifecycle of debt  
Jobs – Apply actions on demand en mass  
Real-time – Based on users' actions results occur  
Auto Assignment – intelligent distribution of work

### Compliance and Credit Bureau

Federal, state, local, client, and organization compliance  
Credit Bureau Reporting and Retrieval

### Configurations, Not Customizations

Unlimited Tags (codes/dispositions) on a single entity and system wide  
Unlimited user defined monetary buckets  
User defined fields available for workflow and processing  
User extendable database

### Notification/Letter Management

Access restrictions to available notices on a per role basis  
Flexible export file generation for external vendors  
Multiple recipients from a single notice request  
Define templates in rich text in a Word Processor

### Account Management

Link accounts your way

- One consumer, one account
- One consumer, many accounts
- Multiple consumers, one account(s)

Unlimited number of work queues  
Robust work scheduling  
Powerful management controls

### Financial Features

Unlimited user defined financial buckets and balances  
Flexible interest calculations  
Granular fee structures  
Automated account and bucket distribution controls  
Adaptable client invoicing & statements  
Unlimited trust accounts

### Consumer Payment Handling

Flexible payment arrangements  
Settlements with authorization requirements  
Configurable convenience fees  
Variety of payment methods

### Third Party Integration

Use the dialer of your choice with an integrated interface  
Can integrate to your Document Management System  
Extensive Web Services  
Ability to push events to external systems in real-time  
Extract, Transform, Load (ETL) for easy import and export

### User Experience

Intuitive Graphical User Interface (GUI)  
Context sensitive help  
Configurable screens  
Instantaneous response times  
Real time data access

### Tools

Embedded Business Rules Management System  
Merging and splitting of debts  
Callback date and time controls  
Work calendar and goal tracking  
Quick access to next consumer to process  
Many search options allowing combination searches  
Review requests for management and clerical staff  
Event history date/time stamped with User ID and details